

Education Transport

Code of Conduct



*Valid from
August 2017*

1 Introduction

This Code of Conduct has been written to help contractors, operators, drivers and escorts undertake their education transport duties to the highest practicable standards. For many scholars the journey to and from school/college is a large part of their overall day - thus it is important that their journeys are a safe, reliable and comfortable experience.

In addition to sending copies to all taxi/private hire car and bus operators, individual copies of this booklet are made available to every driver and escort involved in education transport work.

Please make the time to read this booklet. To assist you in using the booklet we have provided a detailed index on the topics covered.

Schools and Perth College UHI play a very significant and positive role in ensuring that education transport throughout Perth and Kinross operates efficiently. The booklet is also aimed at providing Headteachers and their staff with guidance on the general procedures that they should be following to help contractors carry out their transport responsibilities.

This booklet refers to a whole range of matters that impact on the safe operation of education transport. As a result, the text is sometimes quite technical in nature. Should you have any queries at all, please do not hesitate to telephone a member of staff in the Public Transport Unit, or contact me:

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We are also keen to receive comments and suggestions on how we can improve the information supplied.

Andrew Warrington
Public Transport Manager

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3 Contractors/Operators - General

Please ensure that staff and vehicles meet all statutory requirements and other instructions of the Council as detailed in the relevant Conditions of Contract and General Specification for Transport of Passengers.

Drivers/escorts should be comprehensively briefed on the operation of education transport arrangements, with a particular emphasis on this '*Code of Conduct*'.

Provide all operational staff with current scholar lists, full operational details and contact telephone numbers.

Ensure that operational staff undertake the contract/service to the agreed scheduled route and timetable, observing all pick-up/drop-off points detailed on the scholar list - any practical difficulties encountered in achieving this must be referred to the Public Transport Unit.

Operational and office staff should be fully aware of the contingency plans that are in place to deal with vehicle failures, staff unavailability and other emergencies, such as a pupil being taken ill.

Check that any specialist equipment is in good working order and that staff are trained in the correct use of the equipment. Report any breakages/malfunctions to the Public Transport Unit immediately.

4 Drivers - Pre Journey Checks

Check that the vehicle is roadworthy and is not in contravention of any relevant regulations or legislation.

Ensure that you have full operational details of the contract/service you are to drive including current scholar lists, timetable/duty board, route map (if appropriate), and school bus signs (if appropriate).

Ensure that there is a mobile telephone (or equivalent) in the vehicle and you and the escort (where provided) are aware of the procedures to be followed in the case of a breakdown or other emergency. As a minimum you should have **contact telephone numbers for your operational base, the school(s) served, any operators connecting with your contract and the Public Transport Unit.**

5 Scholar Lists - General

Scholars are conveyed to school/college on education transport and additional support needs transport contracts (specifically set up for the purpose) and on local bus and local school bus services. Scholar lists detail the method of conveyance, give the name of the contractor/operator, show details of any connecting contracts and services, and provide other information on the transport requirements of the specific scholars.

The vast majority of scholars will be making a return journey each school/college day. Where a scholar's travel arrangements differ from the norm, or they have special requirements, an appropriate letter code will appear in the category column. The most common ones will be:

- A - the scholar will travel in the mornings (am) only.*
- C - the scholar travels on a concessionary basis.*
- P - the scholar will travel in the afternoons (pm) only.*
- S - the scholar travels on a safety basis.*
- W - the scholar must travel in a wheelchair.*
- B - the scholar requires a booster cushion.*

Details of other code letters which appear in the category column are shown on the scholar lists.

Updated scholar lists will be issued as required - out-of-date lists should then be destroyed securely, bearing in mind that personal information on the scholars is confidential.

If a scholar list contains information that is thought to be inaccurate, this should be notified to the Public Transport Unit for checking and re-issuing as appropriate.

6 Scholar Lists - Education Transport/Additional Support Needs Transport Contracts

The scholar lists show those scholars who have been authorised to make use of each contract. Scholars who are not named on a contract list **should not** be conveyed on the contract vehicle, except as detailed in Section 10.

Contractors, if requested to do so by the Public Transport Unit, will contact scholars on their scholar lists prior to the start of the academic year to confirm the transport arrangements for the first morning of the new session.

Whilst scholars with additional support needs may have to be conveyed directly from/to their home, mainstream scholars should be uplifted/set down on the public road network.

Some scholars are to be conveyed on a concessionary basis and they are identified by the code letter 'C' in the category column. Contract routes **must not** be altered to accommodate concessions.

The Public Transport Unit will make all decisions regarding which scholars will be conveyed on each contract, including concessions.

A designated pick-up/drop-off point will be allocated for each scholar detailed on the scholar lists. Unless otherwise authorised by the Public Transport Unit, scholars will only be permitted to board/alight the transport contract(s) at the point(s) specified.

Teachers or school/college personnel **should not** be conveyed on contract vehicles without authority having been given by the Public Transport Unit.

Do not agree to requests from scholars/parents for unauthorised scholars to have an '*unofficial*' lift to/from a friend's home.

On additional support needs transport contracts, where an escort is allocated to a contract, details about the escort(s) are shown on the scholar list.

7 Scholar Lists - Local Bus/Local School Bus Services

Scholar lists show those scholars who are to receive free transport. Scholars, who are not listed, can obviously be conveyed in any spare seats like other members of the general public, on payment of the appropriate fare. Certain exceptions, where a fare should not be charged, are detailed in Sections 9 and 10.

8 Travel Passes - Education Transport Contracts

Scholars who have been authorised to travel on education transport contracts operated by buses or coaches will be issued with a Perth & Kinross Council Scholar's Travel Pass and this will state the contract(s) they are allocated to.

Travel passes are **not** issued to scholars travelling on education transport contracts operated by taxis/private hire cars or on additional support needs transport contracts.

Where relevant, the travel pass colour will be stated on the contract scholar list.

The travel passes will be distributed to scholars by their school/college on the first day of the new session. All listed scholars will travel to school/college on the first morning without a travel pass, but should be in possession of a letter of authorisation from the Public Transport Unit.

Travel passes are only valid for the contract(s) specified on the pass.

The travel passes should be checked daily. In the case of a lost pass or defaced pass, the scholar should be advised to obtain a replacement.

Scholars who claim they have lost their pass, but appear on the scholars list, should not be refused access to the vehicle on their **in-bound** journey, but should be told to obtain a letter of authorisation **prior** to their homeward journey.

Scholars, not on the scholar list, who do not have travel passes, can be conveyed on the in-bound journey if there is spare capacity and their name and address is obtained. The operator should then advise the school. Any such scholar should be refused travel on the homeward journey unless they are in possession of a letter of authorisation from their school/college.

Any scholar who loses their travel pass or whose pass is defaced will be required to obtain, via their school/college a replacement from the Public Transport Unit. Whilst waiting for a replacement pass, a scholar should be in possession of an appropriate letter of authorisation.

Any scholar failing to comply with a request to obtain a replacement pass should be reported to their school/college.

9 Travel Passes - Local Bus/Local School Bus Services

Every scholar who has been authorised to travel on either a local bus or local school bus service will be issued with an appropriate travel pass.

The travel pass colour for the route in question will be stated on the scholars list.

The travel passes will be issued to scholars by their school/college on the first day of the new session. All listed scholars will travel to school/college on the first morning without a travel pass, but should be in possession of a letter of authorisation from the Public Transport Unit.

Travel Passes are only valid for the service(s) specified on the pass.

The travel passes should be checked daily. Scholars, not on the scholar list, who do not have valid travel passes should pay the appropriate fare for the journey.

A scholar without a travel pass, who appears on the scholars list, should not be refused access to the vehicle on their **in-bound** journey, but should be told to obtain a letter of authorisation **prior** to their homeward journey.

If a scholar presents themselves for transport on a feeder vehicle remote from their school or home address, and they do not have a scholar's travel pass and are not on the scholar list, the driver must contact the Public Transport Unit for advice to establish if the scholar should be transported.

If a scholar's travel pass has been defaced, or is not clearly legible, the scholar should be advised to obtain a replacement.

A scholar who loses their travel pass or whose pass is defaced will be required to obtain, via their school/college a replacement from the Public Transport Unit. Whilst waiting for a replacement pass, a scholar should be in possession of an appropriate letter of authorisation to enable him/her to continue to receive free conveyance.

Any scholar failing to comply with a request to obtain a replacement pass, will be required to pay the appropriate fare for the journey.

Schools/colleges have been reminded that a season ticket valid for travel on the route of one bus company cannot be used on another company's buses travelling on the same or a similar route. Education transport contract passes are not valid on local bus or local school bus services.

10 Scholars Starting During the School Year

Obviously a number of scholars (entitled to free transport) will start school/college during the academic year. On an in-bound journey, if a new scholar does not have a valid pass, or does not appear on the relevant scholar list,

they should be conveyed on the vehicle subject to a spare seat being available. The scholar should be informed to seek authorisation for travel from the school/college office prior to the homeward journey.

While a new scholar's application form is being processed (this will take approximately five working days) they should subsequently be conveyed on production of a letter of authorisation from their school/college.

11 Safety During the Operation of a Journey - General

Other than in exceptional circumstances (as authorised by the Public Transport Unit), the operator, and his staff, will **ensure that the vehicle used has sufficient seating capacity to provide one seat for each scholar entitled to free transport**, and a seat for the escort (if allocated).

Whilst undertaking a journey, the operator will take all reasonable steps, and instruct drivers/escorts accordingly, to ensure the security, safety, dignity and comfort of scholars in their care. In cases where an escort is provided, whilst it is primarily the responsibility of the escort to deal with the scholars and their parents, the driver and escort shall always co-operate with each other.

The operator, and his drivers/escorts will observe the following:

- *Ensure that scholars are picked up and set down at a suitable and safe place, with particular attention paid to any hazards, traffic or obstruction.*
- *All doors will be opened/properly fastened by the driver/escort before/after a scholar enters or leaves the vehicle and the driver/escort will forbid scholars to touch the handles of the doors.*
- *Ensure that all scholars are properly seated before moving off.*
- *When moving off, drivers must pay particular attention to nearside mirrors in case latecomers attempt to board.*
- *The driver/escort will ensure that scholars remain properly seated while the vehicle is in motion.*
- *As far as is practicable, no scholar will be permitted to leave his/her seat until the driver/escort has opened the door and given permission to alight.*
- *The driver/escort will ensure that scholars are comfortable throughout their journey.*

- *Other than in exceptional circumstances (as authorised by the Public Transport Unit), where a vehicle connects with either a contract or a local service vehicle, the operator will arrange the journey times so that the vehicle arrives at the connection point not more than five minutes before the due departure of the other vehicle. The vehicle should wait for the other vehicle for up to ten minutes after its scheduled time of arrival. Should the other vehicle fail to arrive within that time and there are scholars who should be transferred to that other route, the operator will take all reasonable steps to take those scholars to their respective homes or provide shelter at his own premises (pending alternative transport arrangements being made). Contact details for the operator of the connecting contract/service are stated on the scholars list.*
- *In no circumstances should scholars with additional support needs be left unattended to await a connection which has failed to arrive at the expected time; whilst mainstream scholars should not be left unattended in an isolated location to await a connection which has failed to arrive.*
- *The driver/escort will ensure that all doors and emergency exits remain free of any obstruction, giving a clear exit in the case of an emergency.*
- *Drivers should note that at the set-down points on the homeward journey they should **not** assist scholars in crossing the road - this is the responsibility of the parent/guardian.*
- *Scholars should be discouraged from crossing in front of the vehicle.*
- *In no circumstances will the driver/escort permit any scholar to alight temporarily at an intermediate point on a journey.*
- *The driver/escort will ensure they are familiar with emergency evacuation procedures for the vehicle in use.*
- *The driver/escort will ensure they are familiar with the location and use of the first aid kit and fire extinguisher(s) carried on the vehicle.*
- *Drivers and escorts shall not give passengers sweets, snacks or drinks during the journey or at any other time.*

12 Seat Belts

Drivers should ensure that all seat belts are in correct working order and, if requested, should demonstrate their correct use to pupils.

In respect of vehicles adapted to carry up to sixteen passengers, drivers/escorts must ensure that scholars wear the seat belts provided, irrespective of the age of the scholar, unless the Council have specified that an alternative restraint system should be used, eg a disabled persons harness.

For vehicles adapted to carry seventeen or more passengers which have seat belts fitted, drivers must ensure that scholars are fully aware of any seat belt wearing requirements that have been introduced by the Department for Transport (DfT).

13 Drop-off/Pick-up Arrangements at School

Drivers must ensure that they strictly follow the drop-off/pick-up arrangements that have been made by the school or the Public Transport Unit.

Unless instructed to the contrary the vehicle should be at its first designated pick-up location at the school/college at least five minutes before the official finish time.

14 School Bus Signs

PSV licensed contractors/operators must ensure that school bus signs **of the appropriate legal sizes** are displayed on school bus routes where it is clearly specified on the scholar list. The front sign must not be less than 250mm² and the rear sign not less than 400mm².

The retro-reflective yellow school bus signs must be placed at the front and rear of the vehicle. **The signs must be clearly visible to road users; signs should not be placed behind vehicle windows.**

Hazard warning lights can also be used on a discretionary basis as detailed in the Road Vehicles Lighting (Amendment) Regulations 1994.

PSV licensed contractors/operators must clearly display destination signs (outward and return) on the front of the vehicle, including the destination and contract/service number.

15 Misbehaviour by Scholars whilst on the Transport

In the first instance the driver/escort should warn the scholar(s) about their behaviour and ask them to stop misbehaving.

In cases of more serious or repeated misbehaviour, the driver/escort should take all reasonable steps to identify properly the scholar(s) concerned. The driver/escort may ask for and retain the scholar's season ticket/travel pass (where issued) as proof of identity. Having identified the scholar(s), the driver/escort should report the incident directly to the appropriate school/college and to their employer.

A contractor/operator receiving a report of misbehaviour should send the details to the appropriate school/college, with a copy to the Public Transport Unit, as soon as possible to ensure that prompt remedial action is taken.

The driver/escort should not eject a school pupil from a vehicle for misbehaviour. In a severe case of misbehaviour which affects the safety of the vehicle and/or other passengers, the driver/escort will seek assistance from school staff or the police. College students (mainstream) may, however, be ejected from a vehicle if deemed absolutely necessary for the safety of either the vehicle or the other passengers.

16 CCTV on School Transport

The Council will allow and, on specified routes require, the use of closed circuit television and recording systems (CCTV) on buses conveying children to and from schools. Any use of CCTV for education transport purposes is strictly governed by formal provisions agreed between the bus operator and the Council. Any failure to follow agreed protocols will be treated as a serious breach of the relevant Conditions of Contract. Taxis/private hire cars with CCTV provision must also comply with the same provisions.

17 Delays

In the event that the vehicle is delayed, for whatever reason, by more than 10 minutes in either the morning or afternoon, the operator should at the earliest opportunity contact firstly the school and then the Public Transport Unit to advise them of this, in case concerned parents telephone.

18 Safety in the Event of a Breakdown or an Accident

In the event of a vehicle breakdown or accident, the driver/escort will telephone for assistance or ask another road user to convey a message. At no time should the scholars remaining in the vehicle be left unattended. Drivers/escorts will endeavour to notify school(s)/college(s)/parents accordingly. If the circumstances are deemed to be dangerous, the scholars should be guided in an orderly manner to a place of safety and instructed to remain there until alternative transport arrangements can be organised.

If an accident occurs, involving either a vehicle whilst undertaking a journey for the Council or a passenger on any such vehicle, the operator must immediately (by telephone) advise the Public Transport Unit of the incident, and within three days supply a full written account of the circumstances surrounding the incident. If any party involved in the accident suffers an injury (however minor), the incident must be reported to the police as soon as is reasonably practicable, and in any case within 24 hours.

In the event the transport becomes immobilised, scholars shall be instructed to stay on the vehicle until rescue can be organised. If the circumstances are deemed dangerous, the scholars should be guided in an orderly manner to a place of safety and instructed to remain there until alternative transport arrangements can be organised.

19 Adverse Weather Conditions

In adverse weather conditions the operator, and the escort (where provided), should liaise with parents and the school(s)/college(s) served regarding the operation and routing of the school/college transport vehicle to ensure the safety of the scholars. Operators should fully participate in any arrangements set up by schools/colleges to ensure prompt transmission of information to parents/pupils during periods of adverse weather.

The driver must use his/her discretion to decide whether a road is passable or not.

At their discretion drivers may abandon a morning journey and return all scholars, already picked up, to their homes and into the care of a responsible adult. The driver/escort must advise their employer and the school(s)/college(s).

If schools/colleges decide to close early, operators will be expected to respond to requests for transport as soon as is practicable after notice of the closure is given. Likewise, operators may also request that homeward journeys operate earlier than usual if weather conditions are deteriorating. Operators should liaise directly with the staff of the school(s)/college(s) concerned on the issue of early closures.

In the event of the journey to school/college being cancelled by the operator on the grounds of adverse weather conditions, the operator of education/ additional support needs transport contracts will **not** be responsible for conveying scholars home in the afternoon. However, if the morning journey fails to operate for any other reason, the operator remains responsible for operating the return journey, provided that it is part of the normal contract.

If a pupil is conveyed in the afternoon only and the contract has not operated in the morning then the operator should ensure that the school and parent are aware that the contract will not operate its afternoon journey.

In the case of local bus/local school bus services, the operator should operate the scheduled afternoon journey, weather conditions permitting.

On homeward journeys mainstream scholars should always be set down at the usual setdown point. If in adverse weather conditions the vehicle is unable to take scholars to that point, the scholars should not be allowed to walk home without the accompaniment of a responsible adult. If this is not feasible, the operator should either leave the scholars with a known neighbour where they can remain under shelter until they are collected by their parents (mainstream scholars only); return them to their school(s)/ college(s) and place them in the care of responsible staff; or provide shelter at the operator's own premises.

In the case of scholars with additional support needs, it is very important that the operator has agreed appropriate set-down arrangements with each scholar's parent/guardian and the appropriate school(s)/college(s).

In the event that transport becomes stuck because of blocked roads, scholars shall be instructed to stay on the vehicle until rescue can be organised. If the circumstances are deemed to be dangerous, the scholars should be guided in an orderly manner to a place of safety.

20 Driving Licences/Photo-Identification

All drivers of taxis/private hire cars **must** carry a valid photo-identity badge issued by their licensing authority and their driving licence when undertaking education transport duties.

Each escort/attendant shall carry some form of personal photo-identification during the operation of the contract.

All drivers of PSV licensed vehicles **must** carry their driving licence when undertaking education transport duties.

21 Smoking (including e-cigarettes and similar devices)

Smoking by any person on a school/college contract/service vehicle is legally forbidden. Drivers and escorts (where provided) should endeavour to ensure that this is enforced.

Drivers and escorts must never smoke on the vehicle during the operation of the contract/service, including when travelling to the first pick-up point in either the morning or the afternoon. **They must also never stand outside their vehicle and smoke whilst waiting for the scholars to board at schools/colleges.**

No smoking notices must be displayed on the vehicle where they are visible to passengers.

22 Early Closure - Christmas/Summer Term

On the last day of term prior to the Christmas holidays, and on the last day of the Summer term, it is customary for all Council managed schools in Perth and Kinross to close at lunchtime. All children should be uplifted within thirty minutes of the early school closure time (except for Local Bus Services, when the children should be uplifted within one hour). Operators should liaise directly with the school(s) about lunchtime closures and the transport arrangements which will be necessary to convey the children home.

23 Education Transport Surveys

Throughout the academic year Public Transport Unit staff will undertake periodic surveys on school/college transport routes. The surveys will be used to gain detailed information on the number of scholars travelling,

routes and pick-up points, and may include a check of the scholars' travel passes. In-situ surveys will also be carried out at schools/colleges.

24 Safety During the Operation of a Journey - Further Requirements for Additional Support Needs Transport Contracts

Where an escort is required to travel on an additional support needs transport contract, the escort must be uplifted prior to any scholars (who require their attendance) boarding the contract vehicle and must remain on the vehicle until all such scholars have completed their journeys.

Whilst the parent/guardian of each scholar is responsible for accompanying the scholar between their home and the vehicle, the escort and driver are specifically responsible for helping each scholar in boarding, and alighting from, the vehicle. Physical assistance should be given if requested by the scholar or his/her parent/guardian.

Whilst it is primarily the responsibility of the escort to deal with the scholars and their parents, the driver and escort shall always co-operate with each other.

Unless instructed to the contrary by the Public Transport Unit, the escort should sit in the rear of the vehicle where they can best supervise the scholars in their care.

On arrival at the school/college, the driver/escort will ensure the scholar(s) pass into the care of a responsible member of staff, as instructed by the school/college concerned. For the return journey, the contractor will follow the instructions issued by the school/college and/or Public Transport Unit regarding pick-up arrangements at the school/college.

If on the contract's return journey there is no one at home to receive a scholar, for safety reasons the escort/driver must not leave the scholar alone or with a neighbour, unless specific approval for the latter has been previously given by either the parent/guardian, the school/college, or the Public Transport Unit. If no such arrangement exists, the escort/driver should immediately notify the Public Transport Unit of the situation, and the contract vehicle will then proceed with the remainder of the route. After the last point on the route has been served, the contract vehicle will return to the scholar's home and, if there is still no one to receive him/her, the Public

Transport Unit should again be contacted for instruction on the appropriate course of action.

The driver/escort must be particularly sensitive when communicating with the scholars, who may have a wide range of additional support needs. Some may have physical, mental or emotional difficulties; some may have speech or hearing impairments; some may have several different disabilities, and such difficulties and disabilities may affect their behaviour and/or ability to understand instructions. Problems of challenging behaviour are best dealt with in a calm non-confrontational way.

On no account should a driver/escort administer medication to a scholar unless they have received written instructions, and appropriate training, from an authorised member of the school staff. If a child is likely to need emergency medication, the contractor shall have in place arrangements agreed by the parent/guardian and school on how to manage the situation which may include taking the child to a nearby hospital/medical centre.

An escort will convey medication (which must be in its original packaging and properly labelled) and messages between a scholar's home and his/her school/college, ensuring that they are passed directly to an authorised member of staff and/or the parent/guardian.

Scholars should **never** travel on the lap of either an adult or another child.

If a scholar is not ready to join the conveyance when a contract vehicle arrives at the usual pick-up time, the vehicle should wait for up to 5 minutes. If, however, this happens on more than one occasion, the Public Transport Unit should be notified so that, with a view to preventing similar occurrences, the parent/guardian can be contacted.

General information about the range of disabilities catered for by a particular school/college is available from the Public Transport Unit. As much information as possible about individual scholars and their additional support needs will be provided to operators. It must be appreciated, however, that the Council has to respect the confidentiality of available information and therefore it may not always be possible to supply operators with information they request.

In the course of their duties, drivers and escorts may occasionally gain awareness of highly confidential personal details pertaining to the scholars on the route, but under no circumstances should this be discussed with

anyone other than a parent, staff at the school/college or a Council Officer from the Public Transport Unit. In particular, care must be taken never to discuss any personal situation within the hearing of scholars.

25 Booster Cushions

If a scholar, due to their height, requires to have a booster cushion in a taxi/private hire car, the booster cushion will be provided by the Public Transport Unit. The contractor will ensure that drivers and escorts are fully conversant with the correct use of booster cushions. The booster cushion must be used strictly according to the manufacturer's instructions.

26 Wheelchairs and Other Specialist Equipment

The contractor must ensure that drivers and escorts are fully conversant with the correct use of all specialist equipment on the vehicle including passenger lifts and ramps.

For any vehicle which is wheelchair accessible, the contractor and his operational staff must ensure that the vehicle is equipped with sufficient wheelchair restraints, and fully functional, lap and diagonal or full harness wheelchair passenger restraints, to accommodate the situation when the vehicle is conveying its permitted legal maximum number of people in wheelchairs.

Wheelchairs must have their parking brakes applied, any power unit switched off, and be restrained before travel. All passengers travelling in wheelchairs must be provided with a suitable passenger restraint anchored to the vehicle. Passengers must never be carried in wheelchairs facing sideways.

Instructions on the correct use of wheelchair restraints etc should be available adjacent to the wheelchair spaces. In addition, storage space should be available for items such as folded wheelchairs or walking frames, together with suitable restraint equipment. Similarly a secure, low level storage facility shall be provided for spare wheelchair and passenger restraint equipment. Spare equipment must not be left lying on the vehicle floor.

The Contractor and operational staff must comply with the most up-to-date best practice guidance published by the Department for Transport and/or

related organisations when conveying passengers in their wheelchairs. Failure to comply with the relevant guidance will render the Contract liable to immediate termination.

Certain scholars with additional support needs, whilst not requiring to travel in a wheelchair, will need to make use of specific types of restraint systems or specialist seating. Such equipment will be supplied by the Council, and contractors will fit these as required. All equipment must be maintained in good condition, securely anchored, and be fitted and used strictly in accordance with the manufacturer's instructions. Non-adherence will render the contract liable for immediate termination. All equipment supplied to the contractor will remain the property of the Council and should only be used for the specified transport of the nominated scholar. It must be returned or replaced at the end of the contract period, or when the pupil leaves school or no longer requires the equipment.

When conveying scholars in special seats the contractor, and his operational staff, must adhere to the general principles highlighted in Medical Devices Directive Report MDD/92/07 *'Safety Guidelines for Transporting Children in Special Seats'* or equivalent.

The contractor shall not use specialist seating or restraint systems supplied directly by the parents/guardians or schools/colleges unless authorised by the Public Transport Unit.

27 Reversing Alarms

PSV licensed vehicles shall be fitted with an audible external reversing alarm for automatic use in conjunction with reverse gear.

28 Communications

The contractor shall ensure there is a two-way communication system within the vehicle that is fully functional throughout the operation of the contract. It shall be available to the Council either directly or via the contractor's base (in which case the base must be manned).

Any use of mobile communications, within the vehicle, must not contravene regulations governing the use of hand-held mobile telephones whilst driving.

Bluetooth hands-free mobile communications should not be used by a driver whilst driving the Contract vehicle.

29 Social Contact with Pupils

Previously, as part of a driver conduct investigation, it came to light that some school transport drivers were *'chatting'* on social networking sites with pupils and this was deemed to be both inappropriate and unprofessional.

Operators and their staff should refrain from contacting pupils, or commenting on education transport provision, via social networking sites.

30 Information for Parents and Scholars

Scholars, parents and their respective responsibilities have not been forgotten.

An information booklet *'Travelling to School'* has been made available to pupils (and their parents/guardians) who are conveyed to/from school.

Equally for Perth College UHI students, who are conveyed to/from college, an information booklet *'Travelling to College'* has been published.

31 Term Dates

Full details of Perth & Kinross Council school term dates including single day holidays are published on Perth & Kinross Council's website.

Information on the term dates and single day holidays for schools outwith Perth and Kinross, and Perth College UHI, will be published on the relevant Council, school and college websites.

Operators should ensure that they check the term dates on all relevant websites and are fully aware of the days all their contracts should operate.

32 Roads Matters

Contractors/operators with comments or concerns on roads matters (including gritting, snow clearing, overhanging trees, road surface defects, etc) should contact the Council's Customer Service Centre on 01738 476476 (available 24 hours a day, seven days per week).

33 Contact Details - Education & Children's Services

Matters relating to school transport entitlement and sports conveyance timetables should be referred to the undernoted:

Mainstream School Transport Entitlement and Sports Conveyance Timetables

Gillian Holden

01738 476218

Email GHolden@pkc.gov.uk

Additional Support Needs Transport Entitlement

Anne Gauld

01738 476280

Email AGauld@pkc.gov.uk

34 Contact Details - Perth College UHI

Lynne Taylor (transport enquiries)

01738 877206

35 Contact Details - Public Transport Unit (The Environment Service)

If you have queries about, or comments on, education transport operation in Perth and Kinross, please do not hesitate to contact the relevant member of staff below.

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Public Transport Officer

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36 Twitter

The Public Transport Unit have opened a Twitter account @PKCBUSES
We hope this will provide updates and information on many school
transport matters as they occur.

37 Translation and Communication in Other Formats

If you or someone you know would like a copy of this document in another language or format, (on occasion only a summary of the document will be provided in translation), this can be arranged by contacting
Customer Service Centre on 01738 475000.

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الاسم: Customer Service Centre
رقم هاتف للاتصال المباشر: 01738 475000

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Customer Service Centre 01738 475000

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

