



If the bus, train or coach is late, wait 20 minutes before going home or making your own way to school. Make sure you know what your parents or carers would like you to do if this happens.

Get on and off any vehicles carefully and let other passengers get off before you get on. When you get on, find a seat and stay in it for the whole journey. Use seatbelts if they are fitted. If there are no seats and you have to stand, move to allow others on the vehicle. Do not stand close to the driver and do not distract them.

If you are on a public bus, ring the bell once when you are near your stop, unless someone else has already rung it. Wait for the vehicle to fully stop before leaving and make sure you have all your belongings.

Behaviour

Treat everyone with respect, and follow instructions given by the driver and transport staff. If your behaviour on any transport is not what is expected, your school and the County Council may suspend or ban you from transport.

If you are told you are suspended or banned from travelling, it will be your parents' or carers' responsibility to get you to and from school. They will also be responsible for any damages or cleaning required as a result of your behaviour.

Bullying

Bullying of any kind will not be accepted on any transport, at any time. If you are being bullied or you see any bullying happening, tell someone you can trust as soon as possible. This could be a friend, teacher or family member. Stay calm and don't retaliate, make sure you keep a record of what happened. Listen and talk to your friends and support them if they are being bullied.

If you or someone you know is being bullied and would like advice, please speak to someone at your school or for more information visit the c360 website at: c360.org.uk/blog/category/healthandadvice/bullying

Contacts and further information

Enquiries about entitlement to transport: Admissions and Transport Team

0300 330 9472

admissions@eastsussex.gov.uk

Enquiries about transport arrangements: Mainstream Transport Team

01273 335088

mainstream-transport.cts@eastsussex.gov.uk

Complaints or compliments: Compliance and Monitoring Team

01273 335577

compliance.cts@eastsussex.gov.uk

To plan your public transport journey:

traveline.info

More information is available on our website

Home to school transport information:

eastsussex.gov.uk/schooltransport

Bullying support and advice:

c360.org.uk/blog/category/healthandadvice/bullying

Lost Property:

For any enquiries about lost property please contact your transport operator.

Getting more copies of this leaflet

You can get our leaflets in a format to suit you. If you would prefer this information in an alternative format or language please ask us.

Home to school transport

Information for
parents, carers
and pupils



This leaflet contains information for parents/carers and pupils on home to school transport services. Please contact the Admissions and Transport team if you have a query about entitlement to free transport.

Important information for parents/carers

Transport arrangements

The Transport Hub team will make a pupil's transport arrangements only following approval by the Admissions and Transport team. This will usually be by arranging a travel pass for use on a public bus or train. Where no public transport is available then we may arrange hired transport.

You will be sent the free travel pass, or details on how to receive it. We will also let you know if it is necessary for you to obtain a photo ID for the pass. Please take note of any restrictions on its use and charges for replacement passes.

Behaviour

Pupils are expected to behave appropriately on school transport, public buses and trains. The County Council, schools, Police and transport providers treat poor behaviour and vandalism very seriously. CCTV from the vehicles may be used and disciplinary action may be taken.

Disciplinary action may include privileges taken away at school, detentions and even exclusion, depending on the behaviour. Transport operators have the right to refuse entry to a bus, coach or train if the child is causing a problem or endangering others. Damage to a vehicle may have to be paid for.

The County Council will support bans from school transport where appropriate. If your child continually misbehaves or endangers the safety of school or public buses, they will lose their place on school transport. If your child is banned or loses their place on school transport, you will be expected to make your own arrangements to take your child to and from school.

Bullying

Bullying of any kind will not be accepted on any transport, at any time. If your child is being bullied on school transport, please report it to the school and the Transport Hub. For further advice please visit the c360 website at: c360.org.uk/blog/category/healthandadvice/bullying

Bad weather

If there is bad weather overnight, please check eastsussex.gov.uk and school websites. If your school is closed, don't send your child to their stop. If your school is open there may be delays to transport, so make sure your child knows what you want them to do if their transport doesn't arrive.

Your school may decide to close early. All efforts are made to ensure there is transport in place. Please make sure your child knows what you want them to do in these circumstances. Sign up for closure alerts from your child's school at eastsussex.gov.uk/alerts

Missing the bus

Please make sure your child is on time for the bus, train or hired transport. If they miss it, you may need to make alternative arrangements to get them to or from school. Please make sure your child knows how and where to contact you. If your child is involved in any after or before school activities you will need to arrange transport.

Emergencies

If there is an emergency, your child should listen to instructions from the driver who needs cooperation from all passengers to ensure their safety. Please also ensure that you have the contact details for the operator of your service to and from school in case you need them, and that your child knows how to contact you or another carer.

Moving house

If you move house, we need to know:

- **Paying transport pass holders** – Contact the Admissions and Transport team to confirm if transport is still free.

- **Paying transport pass holders** – Contact the Mainstream Transport team to update them.

We cannot guarantee immediate transport if changes are short notice. It will be your responsibility to get them to school in this case.

Lost travel pass

Your child is responsible for having a valid pass. Without one, they may be refused transport. If your child has lost their pass you will need to apply and pay for a new one. Further information is available online on the East Sussex County Council website eastsussex.gov.uk

Important information for pupils on the journey

A quick guide for when you are travelling to and from school on buses, trains or coaches.

Passes

Always show your pass to the driver or at the station. If you don't have your pass with you be prepared to pay for travel.

Only you can use your pass, you can't swap or borrow anyone else's. Keep your pass somewhere safe and in good condition.

Safety

When walking to the bus stop or train station, walk in groups where possible. If it's dark, make sure you are wearing reflective clothing. When you cross a road, make sure you are paying attention; don't wear headphones, use crossings where you can and don't cross behind large vehicles as you can't see behind them.

Try to arrive ten minutes before your coach, bus or train is due to leave. When waiting for your train, stand back from the platform edge.

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