

Pupil Acceptable Standards Statement (PASS)

Important information for all pupils using School Transport

Your school journey is made using transport provided by Stirling Council Schools, Learning and Education. We want to make sure that this journey is as comfortable, pleasant and, above all, as safe as it can be.

To do this, we need to work together in partnership. This statement sets out what you can expect from Stirling Council and the transport operators we work with. It will also explain what we require from you if you want to use this transport service, whether you travel to school on a contracted bus or taxi or by local service bus with a season ticket.

Please read this leaflet carefully. It is important that you know what your rights and responsibilities are. If you use school transport provided by Stirling Council then you are agreeing to behave in a responsible way on the school journey. Failure to comply may result in an investigation that could ultimately lead to the suspension of your rights to the provided services. This includes both free and privilege pass users.

Our Aims

Stirling Council works with many different transport operators to provide its school transport service. We want to ensure that everyone who uses this service is satisfied with it.

You can expect that that we will:

- Provide safe, fit for purpose transport that offers a welcoming environment so that the journey is pleasant for everyone on the vehicle - pupils, employees and members of the public.
- Aim to provide for services that run on time and are not over full.
- Encourage transport operators to ensure that all staff are properly trained, helpful and courteous.
- Investigate any complaints quickly and take appropriate action.
- Monitor behaviour on all vehicles using various methods, including CCTV, and work closely with operators, drivers and parents if any pupil travelling on school transport is found not to be behaving in an appropriate way.
- Where possible, integrate school transport and local bus services to benefit not only pupils but also the local communities.

Your Responsibilities

You should:

- Always use the correct bus, arrive at your pickup point on time and always carry your season ticket or boarding pass with you.
- Not distract the driver and once the journey has started you should remain in your seat at all times, wearing a seatbelt where this is provided.
- Not smoke, or carry any food or drink on the vehicle with the intention of consuming it.
- Ensure that you do not leave your personal belongings or any litter on the vehicle when you leave.
- Ensure that the aisles are kept clear of any baggage.

- Not damage or misuse any part of the vehicle and remember that you and your parents may be liable to pay for any such damage.
- Always listen to instructions given by the driver or other member of staff.
- Not shout, annoy, bully or harass any other person on the vehicle. Bad behaviour on the school journey will not be tolerated.

Your Rights

You have the right:

- To feel safe and secure on your school journey. If you have concerns about behaviour on the vehicle or any other difficulties, you should report this to your school as soon as it happens so that action can be taken.
- To expect a high quality service. If you feel that this is not the case, you or your parent or guardian should contact the operator of the service.

If you are not satisfied or if you wish to report any issues on safety or behaviour that have not been resolved by the operator, please contact Public Transport Co-ordination on **01786 237511** or email transportcoordination@stirling.gov.uk. Issues about pupil behaviour should be reported to the school.

Unacceptable Behaviour

The transport provider is required to report instances of any unacceptable behaviour on school transport direct to the school. The school will fully investigate any report of unacceptable behaviour. We will contact parents or guardians and in serious cases, the police. This may result in a pupil being refused school transport and it will then become the parent's or guardian's responsibility to make alternative transport arrangements.

Need any further information?

Information about Stirling Council's School Transport Policy is available on our website, <https://www.stirling.gov.uk/schooltransport> or contact us on **01786 233220**.

If you prefer to write to us our email address is: schooltravel@stirling.gov.uk and our postal address is: Stirling Council, Schools, Learning and Education, Wolfcraig, Dumbarton Road, Stirling FK8 2LQ.

For information about specific operators and services, contact the operator directly (contact details will be on your Season Ticket/Boarding Pass or on the letter to parents offering school transport) or call Public Transport Co-ordination on **01786 237511** or in writing to Stirling Council, Roads, Transport and Open Space, Public Transport Co-ordination, Stirling Bus Station, Goosecroft Road, Stirling FK8 1PF.