

## FAQ's

- **Where do I report problems to?**  
Any problems such as lateness or operational issues should be reported to the School Transport Team – see Contact Details
- **How do I get a replacement pass if it is lost or damaged?**  
A replacement pass can be obtained at [www.staffordshire.gov.uk/replacementschoolpass](http://www.staffordshire.gov.uk/replacementschoolpass). There is a £10.00 charge, and in the meantime your child can obtain a temporary pas from the school office
- **What if I move house or my child changes school?**  
These changes can affect entitlement to transport and the School Admissions Team will need to check whether your child is still eligible for transport. Email School Admissions at [school.admissionsteam@staffordshire.gov.uk](mailto:school.admissionsteam@staffordshire.gov.uk) and if appropriate a new pass will be issued
- **What if my child's pass is no longer required?**  
If your circumstances change and you longer need the travel pass for your child, please return the pass with the reason it is no longer required to the School Transport Team – see Contact Details

## Contact Details

School Transport Team

Tel: 01785 895024

Email: [student.transport@staffordshire.gov.uk](mailto:student.transport@staffordshire.gov.uk)

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/CustomAlerts/](https://apps2.staffordshire.gov.uk/SCC/CustomAlerts/). Please remember to select the school your child attends.**



## Guidelines for Parents

- You are responsible for your child's safety while getting to and from the pick-up point and whilst they are waiting to board the vehicle.
- The route number shown on your child's travel pass will be the same as the number displayed on your child's vehicle, and the pick up point was provided on the letter you received.
- You should encourage your child to behave responsibly while waiting for the vehicle to arrive and at all times during the journey to and from school.
- You should have a plan in place for your child in the event that the vehicle fails to turn up or is late as the child is your responsibility until they board the vehicle.
- 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 day.
- All contracted vehicles used by the Authority will have seat belts fitted and parents should encourage their child to use the seat belt provided, it is not the responsibility of the driver.
- If your child misses their return journey they should return to school and report to a member of staff.

- If your child is staying later at school, you will need to make alternative arrangements for them to get home.
- A bus pass should be regarded as a privilege, and any unacceptable behaviour will not be tolerated on the vehicle. Drivers are instructed to report any behavioural issues to the County Council. This could result in the temporary or permanent withdrawal of your child's school transport.
- You will be held responsible for any damage to the vehicle caused by your child, and you may be charged for the damage.



## Code of Conduct for Pupils

### All pupils must

- Make sure you know where the bus is picking you up and arrive 5 minutes before your pick up time so you do not miss the bus
- Note the route number on your travel pass as this will be the same as the route number displayed on the bus
- You cannot use your pass on any other bus service or route
- Behave sensibly on school transport to ensure the safety of yourself and your fellow passengers
- Always carry your travel pass for inspection by the driver
- Remain seated and wear your seat belt at all times during the journey
- Keep luggage and bags out of the aisles
- Never distract the driver
- Take care getting on and off the bus to ensure your clothing or belongings are not caught in the door
- Do not try to get off the bus until it has come to a stop and do 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