

# PUPILS ON PUBLIC TRANSPORT

Promoting positive behaviour in South Yorkshire







Guidance developed jointly by the South Yorkshire Local Authority  
Education Transport Officers, South Yorkshire Passenger Transport  
Executive, South Yorkshire Police, Transport Operators and Schools



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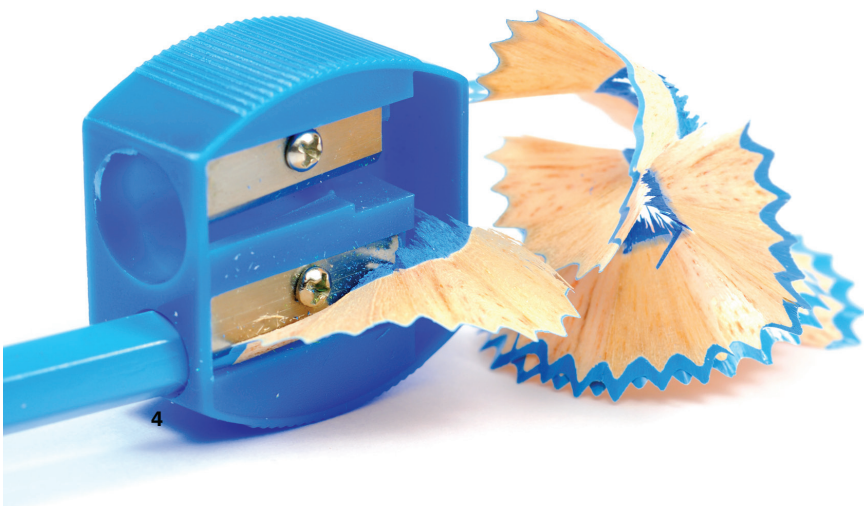


# AIM

The aim of this guidance is to ensure that all pupils experience a safe and timely journey to and from school. It sets out to encourage all partners to adopt an approach of reinforcing positive behaviour of pupils during the journey to and from school, raising behavioural expectations, and acknowledging where pupils act against the aim. A positive approach encouraging appropriate behaviour is an important part of a pupil's educational experience.

The guidance makes clear the roles and responsibilities of all partners. These Partners are set out below.

- **Bus and Tram Operators.**
- **Pupils, Parents/Carers.**
- **The School Management Team.**
- **Local Authority Education Transport Officers.**
- **South Yorkshire Passenger Transport Executive (SYLTE).**
- **South Yorkshire Police.**



# BACKGROUND

## THE EDUCATION AND INSPECTIONS ACT 2006 (EIA 2006)

The 2006 Act introduced two key extensions to traditional concepts for 'Home to School' transport. Firstly, a low income eligibility entitlement in addition to existing criteria of distance and secondly, a requirement placed on schools to assume responsibility for their pupils' conduct and promote appropriate standards of behaviour on the journey to and from school.

The second element of 2006 Act also requires Headteachers to determine what measures should be taken to promote:

***'self-discipline amongst pupils and encourage positive behaviour and respect for others.'***

It also empowers Headteachers to take action to address unacceptable behaviour:

***'when this takes place outside the school premises and when pupils are not under the legal control of the school but when it is reasonable to do so.'***

In the view of the Department for Education (DfE) this includes behaviour at all stages of the journey from 'Home to School' including waiting for and while using public transport.

Whilst relatively few incidents of unacceptable behaviour occur during the daily journeys to and from school, it is necessary to have ways of working to ensure the incidents that do occur are dealt with in an appropriate, proportionate and effective manner. This guidance therefore also provides a framework for Headteachers to manage unacceptable behaviour on the school journey.

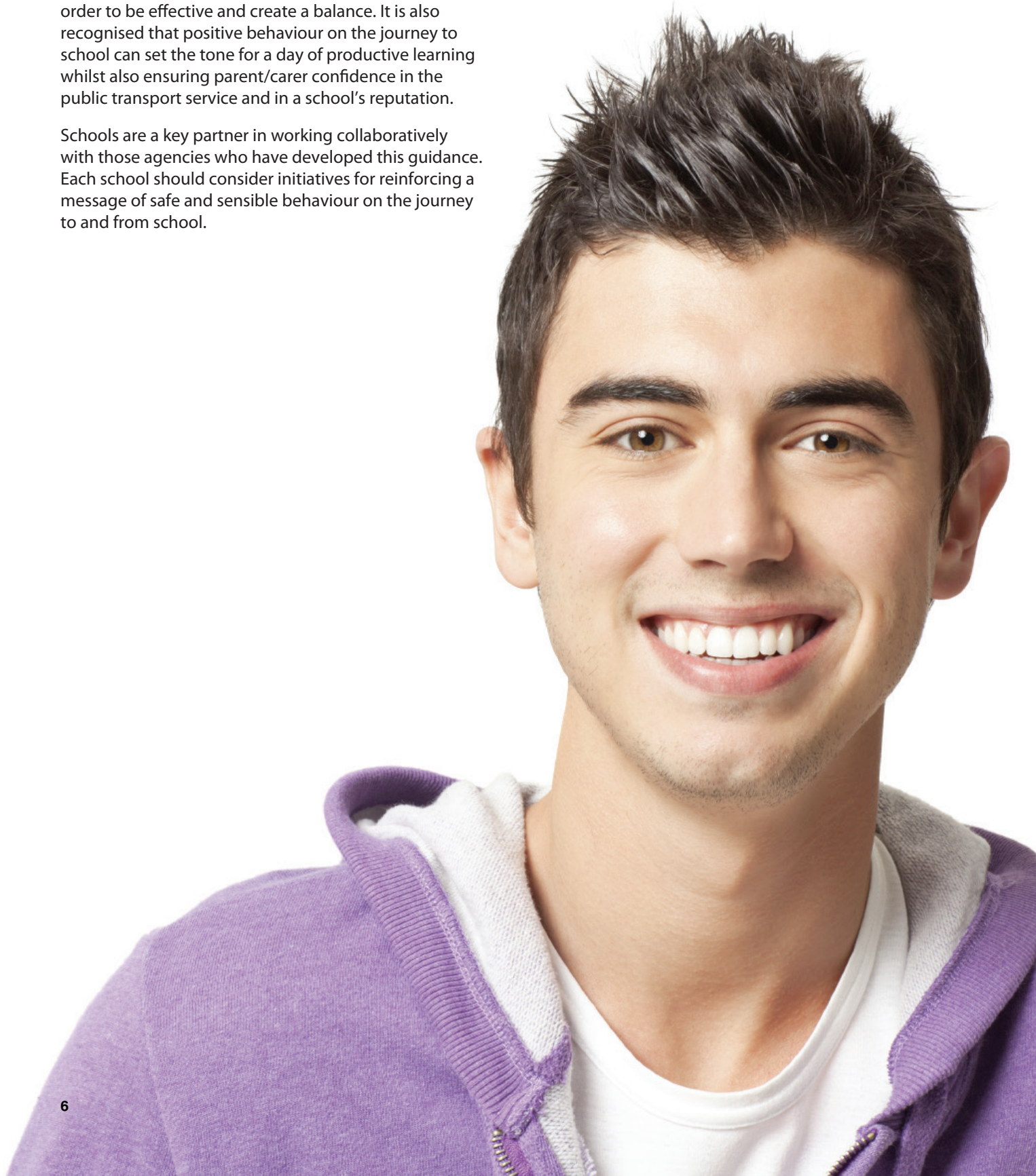




# THE SCHOOL ROLE

The implementation of punishment based strategies should be complemented with positive strategies in order to be effective and create a balance. It is also recognised that positive behaviour on the journey to school can set the tone for a day of productive learning whilst also ensuring parent/carer confidence in the public transport service and in a school's reputation.

Schools are a key partner in working collaboratively with those agencies who have developed this guidance. Each school should consider initiatives for reinforcing a message of safe and sensible behaviour on the journey to and from school.



# PUPIL BEHAVIOUR

## WHAT IS CONSIDERED POSITIVE BEHAVIOUR?

- Acting in an orderly and considerate manner whilst waiting for, travelling on, and getting off the vehicle.
- Showing respect to the driver, conductor and other passengers.
- Remaining seated during the journey or if standing in a designated area of the bus/tram, by not distracting the driver or riding on non-designated areas such as the platform or stairs.
- Always showing any pass to the driver/conductor when boarding and paying any required fare.
- Reporting any anti-social behaviour to the driver, school or police.

## WHAT IS CONSIDERED UNACCEPTABLE BEHAVIOUR?

- Causing criminal damage to the vehicle including vandalism, graffiti and damaging or tampering with CCTV cameras in any way.
- Behaving anti-socially by smoking, spitting, using abusive or offensive language or intimidating other passengers.
- Stealing or causing damage to safety equipment.
- Using a forged pass or attempting to avoid paying fares if you do not have a free pass.
- Breaching PSV Conduct of Drivers, Passengers and Conductor Regulations generally and its equivalent on other modes of transport.
- Causing danger to other road users by, for example, opening emergency doors or throwing objects from the vehicle.

## WHAT CONDUCT IS EXPECTED OF THE PUPIL?

- It is a fundamental requirement that each pupil will conduct him or herself in a considerate and responsible manner. This will enable drivers to carry out their duties avoiding distractions or confrontation whilst other passengers enjoy a safe and pleasant journey.
- When travelling to or from school, each pupil is acting as a representative for his or her school and may meet other members of the public who have an equal right to use the same service and to enjoy their journey in a quiet and uninterrupted way.
- Should a pupil's behaviour fall short of this standard then prompt action will be taken by the Partners which could include exclusion from both school services and public transport and the withdrawal of either or both the MegaTravel Pass or Zero Fare Pass, permanently or temporarily.
- In receiving a travel pass supplied by SYPTE pupils are required to accept the terms and conditions set out in the Code of Conduct for these passes. Each Partner has a right to expect that pupils will conduct themselves in accordance with their obligations for using the travel pass.

# THE ROLES OF OTHER PARTNERS

## **SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE**

SYLTE will provide the functions set out below:

- **Deliver awareness lessons in schools to promote public transport and encourage safe and sensible behaviour.**
- **Develop initiatives and support schools in South Yorkshire to promote sustainable 'Home to School' travel through positive education and partnership working.**
- **Actively build relationships to tackle anti-social behaviour and support crime reduction initiatives with School Police Officers and promote the Onboard Website and multi-agency 'safety days' in secondary schools.**
- **Act as a focal point for dealing with incidents of poor behaviour and maintain a database of incidents alongside that for network services.**
- **Produce and share as appropriate a quarterly 'Tactical Assessment Report' that incorporates statistics on 'Home to School' transport incidents.**
- **Manage and administer the issue of MegaTravel, Zero Fare and other passes for children and young people.**

- **Seek to fit CCTV to all vehicles used on contracted school services. They will also continue to fit CCTV to new vehicles for network services.**
- **Ensure that drivers are appropriately trained to ensure the safe transportation of children and young people.**
- **Ensure all incidents of unacceptable behaviour are reported using an Incident Report Form (Appendix 1) and communicated to the appropriate Partners.**

## **SOUTH YORKSHIRE POLICE**

South Yorkshire Police will undertake the functions set out below:

- **Work closely with SYLTE's Education Team to promote positive behaviour.**
- **Use social education lessons in school to help pupils understand the impact of anti-social behaviour.**
- **Promote positive citizenship.**
- **Deal promptly and appropriately with any criminal behaviour.**
- **Provide regular updates on the progress of cases to relevant partners.**

## **THE TRANSPORT OPERATOR**

The Transport Operator will deliver those expectations of pupils as passengers on bus, or tram services. Each Operator will undertake the functions set out below:

- **Provide a safe travelling environment.**
- **Provide a reliable and timely journey to and from school so far as road conditions permit. They will also have a system in place whereby problems arising in exceptional circumstances, such as adverse weather or road closure, can be monitored in conjunction with schools.**
- **Provide vehicles which are maintained in accordance with the requirements of the Vehicle and Operator Service Agency and cleaned daily.**





## **EDUCATION TRANSPORT OFFICERS GROUP (ETOG)**

Education Transport Officers from the four South Yorkshire Local Authorities will support the Partners by the following set out below:

- **Work to support schools both in the roll-out of this guidance and in their ongoing duty to promote positive behaviour on 'Home to School' transport.**
- **Encouraging schools to share with them information on their 'behaviour initiatives' which can be circulated to other schools as examples of best practice.**
- **Circulate good practice information it receives regarding positive behaviour on public transport to schools.**
- **Advise schools to adopt and make available a feedback form for pupils, parents and carers use (see example in Appendix 4).**
- **Forward any perceived risks coming to its attention to SYPTE and the operator concerned for action as necessary.**
- **Collate and share with SYPTE and operators suggestions for bus service improvements.**
- **Request that schools consult with children and young people.**
- **Monitor incidents to help encourage an on-going dialogue around 'Home to School' transport and promoting positive behaviour.**
- **Support schools in working with all stakeholders, and review this guidance on a regular basis to assess and maintain its ongoing effectiveness.**



# INCIDENTS

When an incident occurs on public transport to or from school, a reporting mechanism is in place to ensure that:

- **all the necessary information regarding the events and circumstances is recorded;**
- **information is communicated promptly to appropriate Partnership members and the parent/carer;**
- **the appropriate procedure is followed in accordance with this guidance and an appropriate and fair sanction is considered and applied if necessary.**

## REPORTING AND FEEDBACK

It is important that the Incident Reporting Form (Appendix 1) is completed with as much detail as possible as this will provide the basis of any investigation.

The Operator will complete this form and circulate it to appropriate Partners (page 14). Where warranted, it is for the Operator to report 'high risk' incidents to the police for action and this will be recorded on the incident report.

Malicious feedback intended to cause harm and/or anxiety to a party or individual is totally unacceptable.

## CCTV

Many vehicles are fitted with CCTV systems and recordings of any alleged incidents will be reviewed (where available) in accordance with the Data Protection and Crime and Disorder Acts. Any relevant images found will be used to support the school or police investigations.

## DEALING WITH INCIDENTS AND OUTCOMES

### HIGH RISK

High risk incidents described on page 13 must be dealt with through formal procedures with the Police.

### MEDIUM RISK

Normally it is expected that less serious incidents will be resolved quickly by informal discussions between the Partners involved. Outcomes will be proportionate to the circumstances but may comprise:

- **warnings as to future conduct;**
- **the exclusion from the use of school bus services;**
- **the exclusion from school.**

## SCHOOL SANCTIONS

For many incidents any of the range of punishment sanctions available within a school may be imposed in accordance with the school's disciplinary policy.

## EMERGENCY SANCTIONS

In extreme examples of poor behaviour a pupil may be suspended from using a school bus service in order to secure the future safety of other passengers or the operator's staff. An investigation of the incident leading to the suspension would follow.

## WITHDRAWAL OF A TRAVEL PASS

The SYPTE 'Conditions of Issue' for Concessionary Passes are provided in Appendix 2.

Passes may be withdrawn temporarily or permanently in the event of an incident where this is considered an appropriate sanction. Such withdrawal may be by the driver, conductor or inspector, the operator or the school.



## METHOD OF WITHDRAWAL

In the event that withdrawal of a Pass from a pupil is considered under this guidance, the following has been agreed with SYPTE:

- **Zero Fare passes will be withdrawn by the Local Authority working with schools and other partners;**
- **MegaTravel passes will be withdrawn by the school/operator/SYPTE**

**Note:** If a pass is used fraudulently on any bus or tram then the driver, conductor or inspector discovering this fraud, is entitled to withdraw such passes on the spot. The former bearer would then be liable to pay the full fare for both that and future journeys until a decision regarding restoration of the pass or otherwise is taken.





## PERIOD OF WITHDRAWAL

Where the withdrawal relates to a Zero Fare pass the period of withdrawal will depend on the incident and upon the consensus of the appropriate partners. The level of risk attached to the incident will influence the period of withdrawal.

In the case of the MegaTravel Pass it will be for the school and operator to determine the period of withdrawal (including permanent withdrawal), after considering all the circumstances of the case.

## IMPORTANT NOTE ON PASS WITHDRAWAL

It should be noted that exclusion from use of public transport does not diminish the duty of the parent or carer to secure the pupil's attendance at school.

This procedure does not affect the ability of an individual operator to exclude holders of either a Zero Fare or MegaTravel Pass from its specific services for a longer period or permanently at its discretion in exceptional circumstances including any arising outside those covered by this guidance.

## PROSECUTION/CAUTION

It will be for the Police or other relevant bodies to determine whether or not the pupil is prosecuted or cautioned where appropriate. Any party may press for prosecution in any particular instance so far as is allowed in law.

Sanctions in relation to use of public transport may also be imposed as well at the discretion of the Partners. These can be imposed either in advance of, or following any prosecution/caution, at the discretion of the Partners.

## RECOVERY OF COST OF DAMAGE/ ASSOCIATED COSTS

The operator may at its discretion seek to recover any costs relating to damage on their vehicles via the courts if necessary. The Local Authority and school will provide support to the operator as appropriate by providing names and address of pupils, parents and carers in support of all incidents.



# UNACCEPTABLE BEHAVIOUR CLASSIFICATION

In the view of the partners no incidents of unacceptable behaviour could be classified as low risk as any type of disruptive behaviour has the potential to cause an accident. So the following incidents of unacceptable behaviour are categorised under the two headings below:

HIGH RISK	
<b>ASSAULT</b>	<b>Assault</b> to drivers and other passengers including spitting.
<b>CRIMINAL DAMAGE</b>	<b>Criminal damage</b> This is any damage to the vehicle interior or exterior, including arson, broken windows, seats, graffiti, etching, masking, damaging cameras or safety equipment and incidents of a similar nature.
<b>THEFT/DECEPTION</b>	<b>Theft/deception</b> This is any theft of personal property; any dishonest misuse or forgery of any travel passes; theft of money from the driver; theft of property integral to the vehicle such as 'break windows' hammers and fire extinguishers.
<b>SPONTANEOUS SERIOUS INCIDENT</b>	<b>Smoking</b> <b>Harassment/Bullying</b> <b>Any incident</b> which the person responsible for the vehicle at the time would deem to be serious enough as to summon immediate assistance. <b>Breach of PSV Regulations</b> including but not limited to standing in non-designated areas of the bus opening the emergency door, tampering with equipment.

MEDIUM RISK	
<b>GENERAL MISBEHAVIOUR</b>	<b>General misbehaviour</b> would include disruptive behaviour when loading/unloading and during the journey itself, ringing the bell and incidents of a similar nature.

# RESPONDING AND REPORTING INCIDENTS

- It is acknowledged that any operator has the right to exclude any passenger from travelling under their conditions of carriage. However this guidance sets out a suggested partnership approach to managing such incidents in which the school has the leading role, unless there is to be a formal prosecution.
- Responding to incidents of poor behaviour will depend into which risk category the behaviour falls. In each there are possible recommended sanctions which can be applied to the offending pupil(s) although each case will depend upon its own circumstances.
- It is the Partnership's view that the withdrawal of a MegaTravel Pass or Zero Fare Pass from a particular pupil would not imply that travel arrangements were not required or that the pupil was not eligible for a concessionary fare, but that the pupil's behaviour was such that they had forfeit that opportunity.
- Repeated misbehaviour could well mean that the conduct of the pupil is automatically transferred to the higher category regardless of the specific incidents involved.

The responses to the two risk categories are set out below:

HIGH RISK	Reported by	Report to	Potential Outcome
<b>ASSAULT</b> <b>CRIMINAL DAMAGE</b> <b>THEFT/DECEPTION</b> <b>SPONTANEOUS SERIOUS INCIDENT</b> <b>SMOKING</b> <b>HARASSMENT/BULLYING</b> <b>SPITTING</b> <b>BREACH OF PSV REGULATIONS</b>	Operator	Police School Operator SYPTE Local Authority	Conviction Withdrawal of travel pass Cost of damage School sanction

MEDIUM RISK	Reported by	Report to	Potential Outcome
<b>GENERAL MISBEHAVIOUR</b>	Operator Feedback Form	School Operator SYPTE Local Authority	Single warning Withdrawal of travel pass School sanction



# APPENDIX 1

## INCIDENT REPORT

### INCIDENT REPORT



DRIVER/CONDUCTOR NAME  
DATE


CLOCK NUMBER  
FLEET NO  
DEPOT


#### Incident Details – Please mark all applicable

##### INCIDENT OCCURRED

OPERATOR  
DATE OF INCIDENT  
TIME OF INCIDENT  
SERVICE NUMBER


##### INCIDENT LOCATION

ROUTE  
ROAD NAME  
NEAREST JUNCTION  
NEAREST BUS STOP  
NEAREST LANDMARK


##### AGAINST PROPERTY

Vehicle (actual damage) ☐  
Vehicle (attempted damage) ☐  
Window Broken ☐  
Theft ☐  
Side Window ☐  
Windscreen ☐  
Driver Window ☐  
Rear Window ☐  
Passenger Doors ☐  
Graffiti ☐  
Seats ☐  
Window Etched ☐  
Fire Damage ☐  
Emergency Hammer ☐  
CCTV Camera ☐  
Fire Extinguisher ☐  
Bell Push/ Wire ☐  
Other (please specify) ☐

##### AGAINST PERSON

Driver ☐  
Inspector ☐  
Passenger ☐  
Other ☐  
Physical Assault ☐  
Verbal Assault ☐  
Spitting ☐  
Theft ☐  
Robbery ☐  
Sex Offence ☐  
Passenger Injury ☐

##### HATE CRIME

Race/Colour/Ethnicity ☐  
Religion ☐  
Gender ☐  
Sexual orientation ☐  
Disability ☐

##### ANTI-SOCIAL BEHAVIOUR

General Disorder ☐  
Youths Causing Annoyance ☐  
Fighting ☐  
Drunk and Disorderly ☐  
Drug Misuse ☐  
Drinking Alcohol ☐  
Smoking ☐  
Route Obstruction ☐  
Emergency Exit Misuse ☐  
Alarm Misuse ☐  
Engine Cut Off Used ☐  
Bell Misuse ☐  
Littering ☐  
Item Thrown From Vehicle ☐

##### PASSENGER FRAUD

Fraudulent pass  
Fare evasion

##### WAS A MISSILE OR WEAPON USED?

Yes ☐ No ☐

##### TYPE OF WEAPON/ MISSILE USED

--

##### INCIDENT RECORDED ON CCTV?

Yes ☐ No ☐

##### OFFENDER DETAILS

HOW WOULD YOU RATE THE SERIOUSNESS OF THE INCIDENT? Not very serious 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Extremely serious

##### INCIDENT REPORTED TO

Officer Name/ Number  
Crime Ref/ Incident No


##### WAS THE INCIDENT RESOLVED?

	YES	NO
Arrests Made	<input type="checkbox"/>	<input type="checkbox"/>
Persons Expelled From Vehicle	<input type="checkbox"/>	<input type="checkbox"/>
Persons Left Vehicle	<input type="checkbox"/>	<input type="checkbox"/>
Warning Issued	<input type="checkbox"/>	<input type="checkbox"/>
Incident Resolved/ No Action	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

##### DESCRIPTION OF OFFENDERS

(e.g. name, gender, age, height, clothing, distinguishing marks, tattoos)

--

Description of what happened (including any words exchange/any other information)

--

# APPENDIX 2

## CONDITIONS OF ISSUE

- 1.** Concessionary Passes are valid within South Yorkshire and certain adjoining areas for travel on local bus, rail, and tram services as specified in the individual leaflets for each pass type.
- 2.** Passes are valid up to notified county boundary points. A leaflet on the boundary points for specific bus, train and tram routes can be obtained from Transport Executive Information Centres.
- 3.** Journeys or parts of journeys beyond the boundary points can only be made on payment of a separate fare.
- 4.** Concessionary passes are not transferable and can only be used by the person whose photograph is attached.
- 5.** The Transport Executive reserves the right to make charge to cover the costs of issuing replacement passes.
- 6.** Concessionary passes must be shown for each journey made. They must be produced for inspection when required by any authorised employee of the Transport Executive or of the operator concerned.
- 7.** Passes must not leave the possession of the holder and are not valid if altered, defaced or mutilated in any way. Persons using them fraudulently in any way, or defacing or mutilating them, will immediately forfeit them without right to refund and may be liable to prosecution. The right is reserved to refuse reissue of a pass.
- 8.** Passengers using concessionary passes are carried subject to PSV regulations, local bye-laws and the conditions of carriage of the individual operator whose service is being used at the time. Rail passengers are carried subject to the National Conditions of Carriage.
- 9.** Concessionary passes remain the property of the Transport Executive, which reserves the right to withdraw or cancel them at its discretion.
- 10.** Possession of a concessionary pass does not give the holder priority over other passengers in the queue, on the bus platform, at the tram stop, or at the rail station.
- 11.** Concessionary pass holders must ensure that the personal details on their passes are kept up to date.
- 12.** The Transport Executive reserves the right to alter prices and conditions of use at any time.
- 13.** Loss or theft of the pass should be reported immediately to the Transport Executive.
- 14.** Details correct as of April 2012.



# APPENDIX 3

## CODE OF CONDUCT

### **The code of conduct set out below is a condition of use for a Zero Fare Pass.**

Non-compliance with this code may result in the withdrawal of the pass and payment of the full adult fare.

### **As a passenger you MUST:**

- 1. NOT** assault or verbally abuse any other passenger or the driver.
- 2. NOT** commit or cause any damage to the vehicle including graffiti.
- 3. NOT** steal any item from other passengers or equipment from the bus.
- 4. NOT** smoke while on the bus.
- 5. NOT** harass any passenger or the driver.
- 6. NOT** engage in spitting.
- 7. NOT** open emergency doors or throw items from the bus.
- 8. NOT** use foul language or abusive gestures to other passengers, the driver or occupants of other vehicles.
- 9. NOT** commit any other anti-social behaviour which could offend other passengers or the driver.
- 10. RECOGNISE** that failure to produce a valid travel pass will require you to pay the full fare.

# APPENDIX 4

## FEEDBACK FORM

### Feedback Form – Transport To and From School



This form can be used by parents, pupils and carers to provide feedback on transport to and from school, to report an incident of unacceptable behaviour or to make a suggestion as to how the service provision could be improved.  
Fields marked \*\* are mandatory.

**NB:** Malicious comments will be dealt with as a serious disciplinary matter.

School .....

Reported by .....

Academic Year .....

Date ..... Time ..... Service if known .....

Operator if known .....

**DETAILS** (please tick box) ☐

#### INCIDENT REPORTING

☐ Pupil ☐ Parent ☐ Carer

**FEEDBACK** ☐

**SERVICE IMPROVEMENT SUGGESTION** ☐

Completed by ..... Signature .....

Post held ..... Pupil/Parent signature .....

Date .....

**Please return this form to your Local Authority.**

