

Transport Handbook for **Parents, Guardians & Children**

Aberdeen City Council



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Public Transport Unit
Aberdeen City Council
Marischal College
Broad Street
Aberdeen
AB10 1AB



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This handbook outlines the responsibilities of parents, guardians and children in ensuring that transport provided by Aberdeen City Council runs safely and smoothly.

Guidelines for Parents & Guardians

As a parent or guardian you are responsible for ensuring that both you and your child are familiar with the rules and safety regulations in place for the child. By following this good code of practice a high level of safety and efficiency can be maintained. If you have a transport query, please contact the Public Transport Unit using the details on the inside cover of this booklet.

Responsibility for the child's safety prior to boarding the vehicle lies with the parent or guardian. Once on board transport the responsibility lies with the driver. Escorts are also provided in some cases depending on the number of children being transported or a child's specific needs.

The child needs to be at the designated pick up point at least 5 minutes before the scheduled departure time. If unsure of where your transport will wait, please contact your operator to arrange this. If the vehicle is late, you should wait for 10 minutes and then contact the Operator.

Drivers should always display an Aberdeen City Council approved driver badge. This badge provides clear notification that the driver has been approved by the council and is a member of Disclosure Scotland's PVG Scheme.

Transport operators will NOT wait longer than 3 minutes following the agreed collection time at your pick up point because the vehicle may have further scheduled journeys to undertake that morning/ afternoon.

The parent/guardian is responsible for ensuring that the child gets to the vehicle safely.

The parent/guardian is responsible for the child after the return journey, meeting the vehicle at the designated drop off point.

For Additional Support Needs pupils - If a responsible adult is not at the drop off point or home then the child will be returned to School or taken to the nearest social work office/ police station. Under no circumstances will a child be left unattended.

Especially during the dark nights and mornings in winter, children should be wearing something bright, preferably with a reflective strip or panel.

Instruct your child to do as the driver (or escort) says and not to misbehave. Explain to your child that they must wear their seatbelt or suitable restraint. If a child repeatedly removes or refuses to wear a seatbelt they may be suspended from transport.

If it has been assessed that a pupil needs a child car seat, harness or other transport safety aid this may be provided by the Council.

Public Transport Unit

Aberdeen City Council
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School Transport team
Between 08:30 – 17:00 : 01224 523760
Email: childrenstransport@aberdeencity.gov.uk

Social Work Transport team
Between 08:30 – 17:00 : 01224 523766
Email: socialworktransport@aberdeencity.gov.uk



It should be noted that in cases of extreme or persistent misbehaviour transport privileges may be removed temporarily. Dependent on circumstances, repeat offenders may be banned from transport.

Eligibility for Transport

Remember to advise your school/service as soon as your circumstances change. Once advised of the change the Public Transport Unit can re-assess eligibility for transport. Previous entitlement to transport does not guarantee provision of transport in each subsequent school session. Remember, transport can only be provided between the school/service and one previously arranged permanent place of residence.

In the interests of child safety, private arrangements between parent/guardian and drivers/escorts regarding children's transport is strictly prohibited. Anyone found to be making such arrangements may have their transport privileges suspended or removed.

Wheelchair Users

If your child is a wheelchair user you must advise the Public Transport Unit as soon as your child's circumstances change. For the safe transportation of wheelchairs the Public Transport Unit will need to keep up to date records of wheelchair make, model and, if possible, instructions for the secure method of transportation.

In cases where a child transfers out of a wheelchair for the journey, the parent/guardian should assist the child. In cases where the child may need to be lifted into a child seat, it is also the parent or guardians responsibility to do so.

Cancellation of Transport : During office Hours (08:30 – 17:00)

If parents/guardians know that a child, for whatever reason, will not be able to travel, they MUST contact the Public Transport Unit using either the school or social work contact details on the inside cover of this booklet.

Cancellation of Transport : Out of Hours

If the cancellation cannot wait until office hours then the following procedure applies. Any short notice changes will not be accepted and persistent short notice cancellations may lead to transport being suspended.



For School Transport :

Contact the transport provider directly and then the Public Transport Unit at the earliest opportunity.

For Social Work Transport

Please use the Social Work Out of Hours contact number and advise of the cancellation.

School Bus Passes (Provided by First Aberdeen and Stagecoach Bluebird)

- In cases where the child travels on public transport, the child must always carry his/her bus pass.
- Drivers are instructed not to admit a child who fails to provide a bus pass. Remember the bus pass is only valid for travel to and from school and will only be accepted between the hours of 07:00 - 09:00 and 14:30 – 16:30 unless otherwise specified by school.

Scholar Passes (Provided by Aberdeen City Council)

This form of photographic identification may be a requirement for children who receive school transport by coach. These passes should be carried by the child and shown on entry to the vehicle.

Replacement Passes

Where a Public Transport bus pass (not a scholar pass) has been issued and lost there is a £10 administration charge for replacement. Another photograph may be required. Contact the Public Transport Unit should you require a replacement.

Where a Scholar Pass has been issued and lost, another photograph may be required. Contact the Public Transport Unit to arrange a replacement pass.

Breakdowns and Emergencies

In the event of a breakdown or if a vehicle is unable to proceed because of road conditions, the operator is responsible for making alternative transport arrangements. The driver and escort will stay with the passengers on the vehicle until alternative transport arrives, unless it is necessary to evacuate the vehicle for safety reasons.

If the vehicle is unable to proceed for any reason, for their safety children must:

- Follow the instructions of the driver / escort
- Stay on the vehicle unless instructed otherwise
- Never attempt to walk home (or to the school/service)



Should transport on any route not operate in the morning due to adverse weather conditions, but a parent/guardian nevertheless decides to take the child to school themselves, then they will be expected to make their own arrangements for collecting the child either at the end of the school day or at the time of early closure of the service.

The school/service will advise parents/guardians of their procedures in the event of emergency closure/severe weather.

Drivers are required to seek the safest route and may therefore leave the normal route in order to stay on major roads or to avoid specific hazards. However, they are instructed that they may only drop off children at the normal destination.

If it is not possible to get pupils back to their normal destination, they may be returned to the care of their service/school's staff for their safety.

Children (Guidelines for Children)

- Always be ready for the vehicle to arrive.
- Remain seated and don't distract the driver while the vehicle is moving. Listen to the driver or escort and do as they say, they are there to help you. You may be refused transport if you do not do as the driver or escort tells you.
- When you leave the vehicle, be aware of other road vehicles/users near the drop off point.
- Always wear your seatbelt.
- If you do not wear the seatbelt provided the vehicle will not depart.
- Never let anyone else persuade you to do anything unsafe.
- Make sure that you take everything with you when you leave the vehicle.
- If you have left anything on the vehicle then tell your teacher/supervisor/parent/guardian right away.
- Do not consume food or drinks on transport. Do not leave litter on the vehicle.
- If you are with younger children set them a good example. Always walk don't run when leaving the vehicle.



Breakdowns and Emergencies

If the bus / taxi is unable to proceed for any reason, for your safety, you must

- Follow the instructions given by the driver/escort
- Stay on the bus / taxi unless instructed otherwise
- Never attempt to walk home (or to your destination): the driver will arrange for alternative transport if necessary.

Complaints and Concerns

If you have a complaint or concern about transport, or about a driver or escort please talk about this to your school or social worker.