



GUIDANCE FOR PARENTS – WHEN SCHOOL TRANSPORT FAILS TO ARRIVE

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Page 1 of 1

Parents are responsible for the behavior, health, safety and welfare of their children whilst they are waiting at the bus stop. When the transport is late, or doesn't arrive at all, parents must decide what to do and the advice to give to their child.

School transport is contracted to run to an agreed timetable. We give parents details of their child's pick up and drop off times, the transport type and operator when it has been set up. Normally the transport runs to time, but very occasionally it may be late, e.g.

- If the vehicle has broken down
- In unusual traffic conditions
- If the weather is exceptionally bad

In most cases, e.g. vehicle breakdown, delay caused by traffic conditions or road diversions, the transport will arrive in due course, but sometimes, for example in heavy snow, it may be impossible for the vehicle to get through.

It is not appropriate for the council or the school to set definitive rules for parents to follow - there are a number of things for parents to consider in the interest of their child's safety. However, we have drafted this guidance to clarify parents' responsibilities and help them decide what action to take.

- ✓ Parents should agree how long it is reasonable for their child to wait for the transport before going home. For example they might consider a 15 minute wait to be acceptable, depending on weather conditions, the child's age and special or medical needs etc.
- ✓ As soon as they are safely home, parents should inform the school of their child's absence and reason for it.
- ✓ If the child's transport is a taxi or bespoke transport, and parents have the contact numbers of the operator, inform them of the position, in case they can make alternative arrangements to get them to school.
- ✓ If parents make their own arrangements to get their child to school in bad weather, they must make sure that they can also get them home again at the end of the day as the normal school transport may not be running
- ✓ When the weather is bad, listen to the local radio (Lincs FM, Viking and Humberside) and check the school's and council's websites for information about changes to school bus services

NB This advice should be viewed in conjunction with the Code of Conduct for Safe Behaviour on School Buses, which is published on the council's website:

<http://www.northlincs.gov.uk/NorthLincs/Education/schools/SchoolTransport/CodeOfConduct+for+SafeBehaviourOnSchoolBuses.htm>