

StudentSafe Operations

What to Expect

- When you log onto your device, we will be able to start tracking the route you are driving. If you do not appear on our tracking screens prior to your routes starting (at least 20 mins) you will receive a phone call from the team to request log in.
- If you don't log on, we can't see you and neither can the parents waiting at stops for you. Logging on is the key to success!!
- We will advise you through the device of issues along the route or ad-hoc changes.
- Please arrive to your first stop on time for the morning service, as lateness can knock onto the remainder of the route.
- Please arrive at the school departure point for PM service 15 minutes before scheduled departure time (unless otherwise instructed)
- Check vehicle before finishing journey for any remaining passengers, especially on afternoon services.

Driver Code of Conduct

- Drivers should be;
 - friendly and polite at all times
 - dressed smartly, with uniform where available
 - report any bullying (verbal or physical) to StudentSafe immediately.
 - report any unacceptable passenger/parent behaviour to StudentSafe immediately, with CCTV where available
 - report any vandalism to StudentSafe immediately, with CCTV where available.
 - Report any potential incident that maybe picked up on the tacho such as emergency stops to StudentSafe. (to avoid parent complaints of erratic driving)
 - Keep vehicle clean and tidy for passengers
- Drivers should not
 - smoke in view of passengers
 - swear in presence of passengers/parents
 - Use 'familiar' nicknames eg 'love'
 - Gift presents to passengers
 - Be under the influence of alcohol or drugs
 - Be under the influence of prescribed medication if affects driving (ie drowsy)
 - Engage in arguments with other road users

- Engage in arguments with parents/passengers

Breakdowns

- If the vehicle breaks down, the driver should ensure they stop (if possible) in the safest place and notify **StudentSafe** immediately after speaking to their depot.
- If the vehicle is deemed to be in a dangerous position (ie on a dual carriageway), after speaking with your depot or emergency services contact **StudentSafe** who will notify the school and parents through the app
- All pupils should remain on the vehicle and the driver should ensure they remain calm if safe to do so. Contact **StudentSafe** for advice if required.
- **StudentSafe** will contact the depot and arrange a replacement vehicle and contact you to advise recovery.
- Parents will be kept up to date from **StudentSafe** via direct messaging or through the school. Updates on the replacement vehicle being critical.
- Parents may also come to the breakdown site to collect their children from the vehicle. Pupils will need to confirm that the person picking them up is a relative. Should parents collect the students from the coach, the passenger release form should be used.
- The passenger release list template attached should be completed for each pupil leaving the vehicle. This is essential for updating the school on which pupils left the vehicle. Once completed a copy of this list should be forwarded to **StudentSafe** at the earliest opportunity.
- All vehicles must always have several blank copies of the passenger release list available in case of breakdowns.
- Drivers should be trained on this process before commencing school routes.

Road Traffic Accidents

- If the vehicle is involved in a road traffic accident and there are no injuries, the driver should contact their depot and then **StudentSafe** to inform live service.
- If there are injuries to passengers/driver call 999 immediately and request an ambulance and then contact **StudentSafe** to advise
- All pupils should remain on the vehicle and the driver should ensure they remain calm if safe to do so.
- Parents will be kept up to date from **StudentSafe** via direct messaging or through the school. Updates on the replacement vehicle being critical to the communications.
- Parents may also come to the accident site to collect their children from the vehicle. Pupils will need to confirm that the person picking them up is a relative.

- The passenger release list template attached should then be completed for each pupil leaving the vehicle. This is essential for updating the school on which pupils left the vehicle. Once completed a copy of this list should be forwarded to **StudentSafe** at the earliest opportunity.
- All vehicles must always have several blank copies of the passenger release list available in case of accidents.
- Drivers should be trained on this process before commencing school routes.

Tech

- If there are any problems with the tablet or signing on, please contact **StudentSafe** as soon as possible as we can resolve most issues remotely.
- Using the tablets correctly means parents can see progress around the route. This will avoid phone calls and complaints from parents who are expecting to be able to track the coach.

Pickups /Drop offs.

- Keeping to the timetable/schedule throughout the route is critical. Drivers should not leave stops early. If they arrive at a stop early, they should hold back and leave on schedule.
- If you are asked to wait at stops for 'late running' students by other passengers/parents, please contact **StudentSafe** to advise. Waiting for late student can impact further on the route and can cause a late arrival to school.
- If a parent is not at the stop to meet the student as expected, the driver should immediately contact **StudentSafe** either via their tablet or by phone. **StudentSafe** can then contact the parent or school to raise the issue. The student should not leave the vehicle without a parent to meet them (if expected). If the parents cannot be contacted the student should be returned to the school to be met by a school representative.

Child Behaviour

- Driver should report any abnormal or aggressive behaviour by student to either the driver or another student on their vehicle immediately. This includes any suspected bullying or use of bad language. Reporting this when there are early signs will assist in avoiding bigger issues developing.

Lost Property

- If you find lost property on your vehicle, please contact us at **StudentSafe** and we will advise the school.
- If the item is of value, please contact us as a matter of urgency via phone and then email (so it is recorded), ensuring that the item is securely stored
- Some parents may drive to the depot to collect items. If this isn't possible, please put the item on the vehicle the following day to be reunited with its owner.

