
Milton Keynes
City Council
HIGHWAY MAINTENANCE
Code of Conduct SEN Transport.
Date reviewed: September 2026
Date of next review: September 2027
100%
POWERED BY YOUR WASTE

Our Commitment

The Council will provide eligible pupils with suitable transport support to travel to and from school/home that best meets the needs of the pupil. The nature of the transport provided by the Council will be via provision which the Council considers will be without undue stress, strain or difficulty that would prevent pupils from benefiting from the education on offer. Pupils should be able to travel in safety and reasonable comfort. We will take such steps as we consider necessary to satisfy ourselves of the suitability of both the provision and the provider staff on the provision. The Council will endeavour to adhere to the following points below.

- Parents, schools/colleges, and providers will have access to advice and assistance during normal office hours.
- Transport will be arranged wherever possible within 15 working days of receipt of an approved request.
- The Council will ensure that any special equipment, such as harnesses or seats, is provided either by the parent/carer or the operator as deemed necessary. We can advise of a suitable company to obtain this equipment. Please note if the family already owns suitable equipment, it is expected that this will be passed on to the relevant provider to support with school/college transportation.
- School journeys will be planned to minimise journey times, subject to the provision of an efficient and cost-effective service.
- The Council will ensure DBS checks at enhanced level to ensure that drivers and passenger assistants are suitable for a post which involves transporting children.
- Milton Keynes City Council School Transport identification badges will be prepared and issued to approved drivers and passenger assistants.
- Providers will ensure training is to a high standard for all drivers and passenger assistants.
- We are committed to providing a consistent service this includes ensuring that provider staff remain the same where possible.
- The safety and quality of school transport services and routes will be monitored on a regular basis by compliance officers.
- We will work with the providers, families, pupils, and educational establishments to resolve any issues which may arise on transport services.
- Incidents occurring on transport need to be reported to the customer service team on 01908 252526 who take calls on behalf on the School Travel Support team or through email on STS@milton-keynes.gov.uk
- The Council will maintain a log of all reported incidents, investigate each incident in conjunction with the school and other relevant parties and act as appropriate.
- We commit to a constantly improving and evolving service and will always welcome and listen to feedback from families, schools, and providers.
- Whilst Milton Keynes City Council strive to keep changes to your child's transport to a minimum, it is necessary to regularly review transport provision to ensure that we are making best use of taxpayers money and providing a cost effective and appropriate support that promotes independence. We will only inform families of changes if the provider changes or change or vehicle size.

Code of Conduct

Students

The objective:

This Code of Conduct is designed to ensure that students travelling on transport arrive safely and settled to access education. These guidelines are also in place to determine the parents / carer's role regarding transport. Upon submitting a transport application, you are agreeing to the contents of this code of conduct.

If you have any concerns or complaints about the transport that has been arranged for your child, please contact the School Travel Support team. We would also be pleased to hear from you with any compliments you may have.

Parent/Carers:

Your responsibility	Your child's safety	Your child's rights
Public Transport/ Coach provision • To ensure that your child has a valid pass and that they have the pass on them at all times when travelling to and from school/college if using public transport or coach services. • To ensure that your child is at the relevant pick up point on time if using public transport or coach services • If your child loses their bus pass, there is a £10 fee. You can obtain a new pass by calling the School Travel Support Team on 01908 252526	• Transport may be delayed due to traffic or unforeseen circumstances, the provider should inform you of this if this is the case • The drivers and passenger assistants are not allowed to lift children in or out of the vehicle unless they have been trained to do so • Seat belts/harnesses must be worn at all times, the driver and passenger assistant may need some assistance with this	• To travel safely • To be treated fairly and with respect • To arrive at school/college on time and ready to learn

Taxi/Minibus Provision

- To ensure your child is ready for when transport arrives in the mornings (operators will provide you with the pick-up window at the start of the contract)
- If your child is not ready on time then the driver will have to leave to ensure that the rest of the journey is unaffected. If this is the case then it would be your responsibility to take your child to school.

- For pick up and drop off points, it is the responsibility of the parent/carer to get your child to the specific location for the allocated time slot, if necessary.

- If you do not require transport on a certain day .i.e. for appointments or your child is sick, you must call customer services and ask for School Travel Support on 01908 252526 immediately to advise. You can also email STS@milton-keynes.gov.uk, also please contact the driver or passenger assistant to advise.

- To accompany your child to the school transport provision when it arrives in the mornings and getting them from the provision when it arrives in the afternoons.

- To wait with and support the transport provider in ensuring your child is safely settled on the provision until the provision has left.

- All driver and passenger assistants are approved by Milton Keynes City Council for working with young people and have had an enhanced DBS check before being employed to drive or be a passenger assistant for us. They are all issued with identity badges with photographs, which should be displayed at all times

- Drivers and passenger assistants may change on occasions due to unforeseen circumstances, the provider should inform you of this if this is the case

- Drivers and passenger assistants are fully trained, it is important that their direction is always followed when instructed.

• To support the provider with fitting any equipment used. It is expected that if specialist equipment is needed that the parent • owns that they will pass it on to the provider to support the transport journey. • To ensure that you are home at the end of the day to receive your child at the time the school ends. If the driver has to wait this could have a significant impact on the other students travelling. Not being at home at the required time habitually can lead to your child's entitlement to provision being reviewed. • Transport pick up and drop off is from one address only (primary carer). • If the school implements a ban that is at the school's discretion, and we will support this decision. **General** • To ensure that you speak to the driver and passenger assistant in a way you would like to be spoken to • To engage with and work with the provider as much as possible to ensure sustainable transport provision. This includes providing advice and guidance on strategies that will ensure for a smooth journey. • To ensure that you are encouraging appropriate behavior from your child on school transport services.		

• Please advise the School Travel Support Team immediately of any medical conditions or any changes to medical conditions that your child has that may affect his/her transport. • Please notify the Council's School Travel Support team immediately of any changes to your circumstances such as a change of address or School Placement. It must be noted that a change of address may make your child ineligible and a new transport application may need to be made. If it is a change of school placement, a new transport application would be required.		


Milton Keynes
City Council