

Where can my child sit on the bus?

- ⇒ There are no 'set' seats on the bus, although the older children usually sit at the back of the bus and the younger ones at the front.
- ⇒ If your child suffers from travel sickness, please inform the driver and he will ensure they sit at the front of the bus.

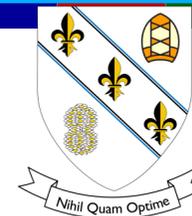
What if I am concerned about the behaviour on the bus?

- ⇒ All pupils must abide by the code of conduct. It is to ensure everyone stays safe and travels in comfort.
- ⇒ Every bus has two senior prefects, so if your child is worried, they can speak to the prefect who will help to solve any issues. The senior prefects will also inform a member of staff at the College.
- ⇒ You can also contact DCC Transport (details below) to raise any concerns.
- ⇒ If there is persistent poor behaviour, DCC Transport will issue warning letters, which can ultimately lead to a ban.
- ⇒ Please see link [Code of Conduct](#)

How do I contact Devon County Council Transport?

Please telephone: 0345 155 1019

Email via schooltransportservicequeries-mailbox@devon.gov.uk



DEVON COUNTY COUNCIL TRANSPORT

Is my child entitled to free transport?

- ⇒ **The criteria to be entitled to free transport is that your child attends the nearest school to your home address, or the school designated to serve your home address, and that you live more than three miles away by the shortest walking route/road.**
- ⇒ **There is a further entitlement for secondary school pupils for those on low household income. Pupils who are in receipt of free school meals will also be entitled to free transport, if they attend one of the three nearest schools within 2-6 miles.**
- ⇒ **Pupils may also be entitled if their family gets the maximum level of Working Tax Credit.**



How do I apply for a place on DCC Transport?

- ⇒ If you meet the criteria on page 1, you do not need to apply separately for DCC transport.
- ⇒ DCC Transport will use the information you provided on the Admission Form to determine whether your child is entitled to free transport.
- ⇒ DCC Transport will also be informed as to whether your child is entitled to free school meals. However, they would not hold information on whether you are eligible through other low income criteria, such as the maximum level of working tax credits. Therefore, you will need to contact DCC Transport if you believe you are entitled, through low income, as they may need to request benefit evidence.
- ⇒ Towards the end of April, DCC Transport will e-mail you to ask you to upload your child's photograph. Please note a bus pass will not be issued without a photograph.

When will my child get a bus pass?

- ⇒ Bus passes are posted in late August with a letter advising the journey details.
- ⇒ Passes are not sent out at once so don't worry if your child's friends receive theirs first.
- ⇒ If you have not received your child's pass within four days of the beginning of term, please contact DCC Transport (details below).

What if my child loses their bus pass?

- ⇒ A 'no pass, no travel' policy operates on the school transport. This means your child will not be able to board the vehicle unless they can show a current pass.
- ⇒ It is essential that your child knows what to do in the event they have forgotten their pass and are not allowed to travel, or if the vehicle does not arrive for some reason.
- ⇒ If your child loses their pass during the school day a temporary bus pass can be obtained from the Pupil Support Office.
- ⇒ A replacement bus pass costs £5 and can be ordered via DCC website. Please see link for [Replacement Bus Pass](#). Replacement bus passes are normally printed and sent the same week, once payment has been confirmed.



Can I apply for a concessionary seat?

- ⇒ If your child is not eligible for free transport you may be able to get transport through DCC concessionary seats scheme. Concessionary seats are spare seats on school transport vehicles that are sold to pupils, who are not entitled to free transport and where no public services exist.
- ⇒ A concessionary seat will cost in the region of £200 per term. For morning or afternoon journeys only, the charge will be £100 per term.
- ⇒ There is no guarantee that concessionary seats will be available and seats may be withdrawn at one week's notice.
- ⇒ DCC are not able to offer concessionary seats until after the October half term, as late applications from entitled children have to be considered first.
- ⇒ To apply for a concessionary seat please see link [Concessionary Seats](#)

What happens in severe weather?

- ⇒ In severe weather circumstances, the College website will be updated by 07:10 in the morning. This information will be displayed as a 'new alert' banner at the top of every page on the website.
- ⇒ Where possible, you will also receive a text message from the College.
- ⇒ Radio Devon, Heart Radio and The Voice FM are also updated with information.
- ⇒ Our Facebook page will also provide updates with information as it becomes available.
- ⇒ Should the weather deteriorate during the school day you will receive a text message to inform you that your child will be returning home, via school transport. Please ensure your child is aware of who is likely to pick them up or where they need to go in severe weather circumstances.
- ⇒ DCC Transport also update their website with any details of route delays or closures. Please see link [DCC Route Closures](#)

What happens if the bus is late?

- ⇒ If the bus is late only wait at the pick-up point for 20 minutes.
- ⇒ Ensure your child knows what the plan is if the bus doesn't arrive.
- ⇒ To note, if your child is late, the bus will not wait.

