



Hastings School

Bus routes policy 2020/21 (Pupils)



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Bus routes policy 2020/21

1. Introduction

Dear families:

Hastings School always aims to offer the best service. In this document, we would like to explain some preliminary considerations to help you understand the limitations we encounter in the creation of the routes.

We would also like to be able to transmit to you some previous considerations for your better understanding about the limitations that we find in the generation of the routes:

- Please note that the development of routes always depends to a large extent on demand and therefore a route and its stops may vary from year to year.
- In addition to the demand, we have to comply with the regulations on safety conditions and school transport for minors in the BOE* (Boletín Oficial de España) guidelines relating to school transport, which mainly state that a student may not spend more than one hour on a bus route.
- In addition, each of the proposed routes must be reviewed and authorised by the Ayuntamiento de Madrid each year; not only do they check the maximum duration authorised, but also each and every one of the stops on the route, given that not all stops are permitted.
- From Hastings School we would like to express our commitment to make every effort to do the best we can for each and every request received.

* BOE RD 443/2001:

<https://www.boe.es/buscar/pdf/2001/BOE-A-2001-8503-consolidado.pdf>

2. Use of the service

2.1. Routes coordination

Hastings School has a dedicated School Routes Coordinator who is responsible for this area and can be contacted directly or through the appropriate school secretary, whose contact details are attached at the end of this document.



2.2. Routes

The bus routes are designed to last a maximum of one hour. The stops on each route are set up at those points authorized by the City Council. It is not always possible to make a stop where we would like to. The bus stops are usually also meeting points where a group of students can be picked up and, therefore, the pick-up time and journey length of the route are optimized.

2.3. Request for routes during the school year (registrations and cancellations)

- If you want your child to use the school routes, or to stop using them, the request must be made with at least one week's notice.
- During the academic year, new users can choose between the existing bus stops. Depending on the time of the month, the cost of using the school routes will be half a monthly fee if the service is requested after the second week of the month and a full monthly fee if requested during the first week of the month.

2.4. Changes to bus routes

- Students are not allowed to change their regular bus route except in cases of emergency and upon written justification or request, such as medical appointments, changes of residence or relevant circumstances.

2.5. Regular passengers

- Students who are regularly assigned to a Monday-Friday route will always have preference over occasional passengers.



2.6. Occasional passengers

- The service can be requested for individual days throughout the month, with a maximum of two days per week, up to a total of eight days per month, upon written request. Once this limit is exceeded, the student must be enrolled in a regular monthly bus route service.
- Students who use two school routes sporadically or only one on specific days of the week, are subject to the availability of seats on these transports.
- The school bus service may not be used to take children to other students' homes, birthdays or other social events.

2.7. Terms and conditions of service

- Early Years and Primary students in Year 6 and below must be picked up by an adult or accompanied by an authorised sibling. Form available in Annex 2.
- By agreeing to this policy, you are giving consent for students in Years 7 and above to walk to and from the bus stop independently.

2.8. Delays and other situations

- In the mornings the bus cannot wait for students, especially in areas where it may cause traffic congestion, so we recommend that students arrive at the bus stop at least five minutes before the pick-up time.
- If a student is not at the bus stop on the scheduled time, the driver will continue the trip.
- **Emergencies.** In the case of an emergency during the afternoon, please contact the school secretaries at least 30 minutes before the bus's departure. Once the school bus is on the way, pupils can only get in/out at the route's assigned stops. To respect all users, the school bus cannot not be delayed.
- If parents are late to the bus stop in the afternoon to pick up their child, the bus will continue the normal route and parents will have to collect their child at the last stop on the route.
- We cannot leave a child at a bus stop without an authorized adult there to pick them up. If you are unable to be there at the drop off time, please contact the bus coordinator. Please note that we will



charge for any additional time needed by the bus monitor to look after the child. (Minimum charge time 1 hour)

- If there is a considerable delay due to weather, traffic or other unavoidable circumstance, parents may call the bus route coordinator, within the established hours (08.30 to 17.30).

2.9. Rules of behaviour on the bus

- Students must follow instructions given by the bus monitors at all times, as well as the general rules of behaviour established by the school policies.
- Uncivil and disrespectful behaviour will not be tolerated and reported to parents or tutors.
- The buses are equipped with seat belts; therefore, we would like to remind passengers that they must be used at all times during the journeys.
- Eating or drinking on the bus is forbidden.
- It is strictly forbidden for students and supervisors to listen to music aloud, to use mobile devices to record, take pictures, or broadcast images and videos of both the students and bus staff. In the case of such an event, the school management will apply sanctions accordingly to the existent Policies.

2.10. Bus drivers' duties

- The bus driver must be 100% focused on the proper and safe driving of the vehicle. Any questions, suggestions or comments must be directed to the route coordinator.
- The bus driver should not respond to complaints about punctuality or similar issues. Please, send details of any incident to the school (operations@hastingschool.com) so we can investigate and give you an answer.

2.11. Bus monitors' duties

- The bus monitor must be 100% focused on the care and supervision of the students while the vehicle is on the route.

- The bus monitor will check off students getting on and off the bus against the register provided by the school.
- The bus monitor will assist younger pupils and those with reduced mobility to get on or off the bus.
- Verify that the students place their bags and backpacks properly, guaranteeing safety, without occupying the central corridor and avoiding falls from height.
- The bus monitor will check that bags and rucksacks are safely stowed away without blocking the aisle and avoiding any falls from the rack.
- The bus monitor is responsible in ensuring that pupils are collected by their parents, tutors or other authorized person.
- The bus monitor may speak with the children whose behaviour is not appropriate on the bus, remind them of the rules and the need to wear a seat belt to avoid injury in case of sudden braking, breakdown or accident.
- The bus monitor must have full knowledge of health and safety rules and evacuation process.

2.12. Other rules and notes

- The monitor is not obliged to call parents if the bus is late or carry out other tasks during the route. The bus monitor must be 100% focused on the care and supervision of the students while the vehicle is on the route.
- Pupils and those accompanying them must be aware of other traffic and keep their distance from the road at the stops, and follow the road safety rules when getting on and off the bus.
- Any issues related to the bus service must be reported to the student's tutor, secretary or bus coordinator and not the monitor or driver, before, during or after the journey.
- **Warnings and suspension.** The school's Policy of Behaviour and Exclusion applies to the bus service. By using the bus service, parents accept that the school management can apply sanctions accordingly, depending on the seriousness of the offence, including provisional or final suspension after three warnings.



2.13. How to contact us

- Families are kindly requested to send any complaints or suggestions regarding the school routes service to the school route coordinator between 8.30 and 17.30 Mon-Fri or via operations@hastingschool.com
- We also ask families to respect working hours. Notifications received before 08.30 or after 17.00 Mon-Fri will not be processed until the next working day.
- Any emergency you may have regarding the use of the school routes service, may be communicated to the school secretary, between 08:30 and 17:30 Mon-Fri
- At the end of these guidelines, you will find an Annex with the contact details of the secretaries and the school bus route coordinator.

Our goal is to offer the best service possible, thank you for all your cooperation and understanding.

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Related documents	<ul style="list-style-type: none">General PolicySafeguarding PolicyPupil supervision, Lost & MissingAnti Bullying policyExclusion PolicyBehaviour Policy



Annex I Contacts

Please find below the following contact details, applicable between 8.30 to 17.30, Monday to Friday.

Post	Name	Email	Phone
Bus routes Coordinator	Alberto Costumero	operations@hastingschool.com	+34 672652509
Azulinas Secretary	Fiona Duncan	azulinas.secretary@hastingschool.com	+34 91 010 7060
Paseo de la Habana Secretary	Ana Encinas	habana.secretary@hastings.school.com	+34 91 359 0621
Bendición de Campos secretary	Suzanne Brüning	bendicion.secretary@hastingschool.com	+34 91 010 7062
Sobradíel secretary	Madeleine de Vries	sobradiel.secretary@hastingschool.com	+34 91 831 6198
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Annex 2

AUTHORISED COLLECTION FORM FOR SCHOOL BUS TRANSPORT HASTINGS SCHOOL 2020-21

THIS IS A REQUIREMENT FOR ALL PUPILS IN Y6 AND BELOW

I give my consent as (father, mother, legal tutor),

Name/Surname:.....

Address

ID/Passport no

for my son/daughter (name/surname): enrolled in
Year.....

a) to be collected by the following adult/carer in from the bus stop (in addition to myself)

Name/surname.....

ID/Passport no

Phone no

b) to walk home with their sibling (name/surname)
enrolled in Year:

Signature: