

# SERVICE STANDARDS

## Student Agreement

The bus arrangements are administered by Nottingham High School on behalf of Nottingham High School, Nottingham Girls High School and Hollygirt School. All agreements are agreed with Nottingham High School with the full support of both Nottingham Girls High School and Hollygirt School.

### Students using the school bus agree to: -

- Be waiting sensibly and safely at the designated bus stop before the due time of the bus. The School bus service aims to operate within a reasonable tolerance of bus times as per the route timetable. We recommend arriving at the bus stop 5 minutes before the advertised departure time. Buses will not run early but may vary due to traffic conditions or unforeseen circumstances. Drivers will not wait past the scheduled departure time.
- Signal to the driver that you would like to board the bus by extending your arm out straight so that the driver may see you.
- Arrive at the bus lane in good time for bus departure time of 4:10pm prompt.
- Register upon boarding the bus to record your journey.
- During travel, students must remain seated and where seatbelts are provided, we encourage their use.
- Be polite and courteous to the bus driver and other bus users whilst using the bus and adhere to usual school behavioural expectations.
- Listen and respond accordingly to the bus driver to ensure that you and other passengers are safe.
- Be aware that buses have CCTV installed with sound recording where appropriate for the purposes of security and safety. Images are stored securely and will be deleted after 30 days.
- When approaching your homeward bus stop, press the bell or safely indicate to the driver that you wish the bus to stop
- **Year 3 to Year 6 students:**
- You must be met at your home bound bus stop. Where your responsible adult is not at the bus stop to meet you, you will remain on the bus and continue the route whilst the bus operator contacts your parents to make alternative arrangements.
- If you miss the bus at 4:10pm, you will either report to the bus lane supervisor or return to the Student Services office at school so that you can contact your parent to arrange safe alternative transport home.
- Report any concerns or ask for help from the bus lane supervisor if you feel unsafe or worried.
- **Nottingham High School and Nottingham Girls High School:**
- Senior School students – safely and responsibly make your own way to and from school to the school bus lane
- Junior School students (Year 3 to Year 6 students) – be responsible during the time you are being escorted to and from the school bus lane and listen to instruction given
- Hollygirt School students – to be responsible during the time you are on the school hopper bus being driven to or from the school bus lane and listen to instruction given.

Failure to adhere to this agreement may result in your place being withdrawn on school buses.

## Parent/Guardian Agreement

The bus arrangements are administered by Nottingham High School on behalf of Nottingham High School, Nottingham Girls High School and Hollygirt School. All agreements are agreed with Nottingham High School with the full support of both Nottingham Girls High School and Hollygirt School.

### Parents agree to: -

- Support your child to understand and commit to the Student agreement
- Arrange and pay for bus journeys in good time
- Full year bus arrangements are made via Wisepay
- Bespoke bus arrangements for the full year or per term are made via TryBookings
- Ad-hoc bus use is made via TryBookings

The provision of bus services is made with the bus operator in advance, at a significant cost to Nottingham High School. Therefore, bookings are non-transferable or refundable. One-months' notice must be given for amendments or cessation to bus agreements. For more information, please see our [bookings and payment](#) page

- **Year 3 to Year 6 students:** You must arrange for a responsible adult to meet your child at the bus stop on the home bound journey. If the adult is not there to meet the bus, your child will remain on the bus and continue the route whilst the bus operator contacts you to make alternative arrangements.
- Bus operators will text the mobile contact numbers with any important bus information including where a bus is operating 10 minutes after their expected timings.
- General bus information or information relating to charges or payments will be emailed to the email addresses supplied at the time of booking.
- Where your child misses the school bus, it remains your responsibility to arrange safe alternative transport to or from school.
- Nottingham High School and associated bus operators may store, process and share personal data for the purpose of administering the school bus service. The School Privacy Notice is available on the School's website. For the purpose of this agreement, the bus operators will process the following information: your child's name, school, school year, mobile contact numbers and email address supplied at the time of booking.
- Nottingham High School will share names of those using the bus service with the student's school for the purposes of sharing information, chasing payments or concerns for a student.

# Nottingham High School Agreement

The bus arrangements are administered by Nottingham High School on behalf of Nottingham High School, Nottingham Girls High School and Hollygirt School. All agreements are agreed with Nottingham High School with the full support of both Nottingham Girls High School and Hollygirt School.

## Nottingham High School agrees to:

- Receive payments for bus bookings and to pay bus operators for services provided.
- Process associated school bus administration including maintaining accurate and up-to-date bus registers.
- Liaise with parents regarding the school bus and associated enquiries.
- Agree efficient bus routes with bus operators that fulfill the needs of most passengers.
- Enforce behavioural standards following the relevant school policy where appropriate.
- Liaise with Nottingham Girls High School and Hollygirt School with relevant bus or student information or issues.
- Provide staffing for bus lane supervision from 3:50pm until buses have safely left the bus lane
- Junior School students (Year 3 to Year 6 students) will be escorted to and from their Junior Schools by a member of their school staff.

## Bus Operator Agreement

### The School bus operators agree to: -

- Communicate to mobile contact numbers supplied on the registers with any important bus information including where a bus is running 10 minutes late or more.
- Follow the scheduled bus route and pick-up/drop-off at required stops along the way. Where this is not possible due to unforeseen circumstances:
- School bound – ensure communication is sent to contact mobile numbers
- Home bound – ensure safe alternative arrangements are made for students who cannot be dropped off at their bus stop
- Communicate with Nottingham High School to keep them up-to-date with any circumstances that might affect usual bus operations
- Maintain accurate bus registers for all journeys.
- Year 3 to Year 6 students will be met at their home bound bus stop. Where their responsible person is not at the bus stop to meet them, they will remain on the bus and continue the route whilst you contact their parents to make alternative arrangements.
- To liaise with parents in terms of lost property, compliments and complaints.
- To maintain safe vehicles and a safe bus environment
- Ensure that bus drivers are enhanced DBS checked as part of School safeguarding requirements
- Operate CCTV systems in line with industry best practice. To hold images securely and to delete footage after 30 days.



**NOTTINGHAM**  
HIGH SCHOOL

For School Bus enquiries contact the Student Services Team at Nottingham High School by email at [schoolbus@nottinghamhigh.co.uk](mailto:schoolbus@nottinghamhigh.co.uk) or telephone on 0115 845 2235 .

Routes 1, 3, 6, 12 and 14 are operated by Sharpes of Nottingham. For lost property or route enquiries please contact 0115 989 4466.  
Routes 9, 10, 11, 631 are operated by CT4N. For lost property or route enquiries please contact 0115 986 3355.