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2nd November 2026

Dear Parent/Carer

Last half term we received a number of reports of poor behaviour on the buses provided by Norfolk County Council (NCC) and local travel companies for transport to and from school.

The school works with all bus companies to identify and sanction students who are not following simple behaviour protocols on the buses. Last year we worked with companies leading to a number of formal warnings and transport bans.

For some of your children, travel on buses is an everyday occurrence, but if not - all students at some point in their time at Acle are likely to use bus services for school trips/visits - so this is addressed to all families to share expectations and ensure you are aware of the repercussions of poor behaviour on transport provided.

In recent weeks I have received reports of vandalism, littering, rudeness to drivers and physical aggression to other students on the bus, as well as reports of poor behaviour off the buses, at collection and drop off points. Many of the Bus providers have CCTV fitted to vehicles, and we work closely with companies to help identify poorly behaved pupils, who will be reported to Norfolk County Council, who administer the contract and issue bans.

I would like to share with you the NCC Travel Policy wording around behaviour – please can you speak to your child to make them aware of the standards expected as well as the cost of falling short. In the absence of transport being provided, it is the parents' responsibility to ensure children get to school each day. Bans can cause significant disruption to families and your child's education.

We will be working closely with all bus providers in the coming months to ensure the safety of all our pupils – the majority of which behave as they should.

12. Behaviour

Children, parents, schools, transport providers and the County Council have a collective responsibility for ensuring good behaviour whilst waiting for school transport and travelling to/from school.

Any unacceptable behaviour will be reported to the school who have the power to sanction pupils for misbehaviour outside of the premises. Children should comply with any instructions from drivers or passenger assistants, particularly in the event of a breakdown or a road incident. Non-compliance with instructions will be regarded as unacceptable behaviour.

All children should behave in an appropriate manner while waiting for school transport and while travelling on home to school/college transport.

Any unacceptable behaviour may result in a temporary withdrawal of travel assistance for up to two months, during which time it will be the responsibility of parents to ensure that their child gets to and from school. Travel assistance will only be reinstated for banned pupils when they have demonstrated, to the satisfaction of the County Council, that they are willing and able to behave appropriately. In cases of gross or persistent misconduct a permanent ban from school travel assistance may be imposed. Please note that CCTV is now in operation on many vehicles.

Appendix 3: Behaviour Policy & Procedure

Behaviour we expect from children and young people we provide travel assistance for:

- Queue for the bus in an orderly manner
- Stay in your seat and face forward at all times – stay in your seat until the vehicle stops.
- Be careful and well behaved throughout
- Have your pass with you each time you travel
- Wear seat belts if provided (not all vehicles have seatbelts as it depends on the type of vehicle it is and what is required by law – it is against the law not to wear a seatbelt if one is provided.
- Keep bags and equipment out of the gangway
- Do as the driver tells you, especially if there is an emergency or breakdown
- Talk to friends but no shouting, screaming or swearing
- Be polite to the driver and others

In line with our aims to improve the behaviour for learning culture within the school, we will be acting quickly and appropriately to ensure any student who is choosing not to follow the school rules, receives appropriate sanctions.

Your support in sharing this message is very important in order to ensure the safety of your child and all the others on board.

To support this drive I have also set up a Google form to report any issues you or your child are aware of, in order to help us investigate issues quickly. You can use the link or the QR code below to access the form at any time.

Report Here

Regards

Mr Rob McCombe
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