



FOREST SCHOOL

Bus Service Guide
2021 / 2022

Introduction

Forest School sits on the edge of Epping Forest in North East London. Pupils are drawn from central, north and east London, as well as villages and towns in Essex.

While we understand that some families prefer to drop their children at school, local roads and restrictions imposed through the controlled parking zone system result in thoroughfares leading to the School becoming very congested. In addition, there are limited parking and drop-off facilities. Therefore, where possible, we encourage parents to use alternatives.

To facilitate access to the School, Forest provides a bus service that reaches into Essex and the residential heartlands of east, central and north London covering ten routes, Monday to Friday, during each term. Over 250 Forest pupils use the daily home to school bus service. As well as providing pupils with secure transport, the service supports the School's commitment to a cleaner environment by actively reducing the number of cars travelling to and from the School each day, easing congestion and improving air quality around the site.

Where possible, pupils are also encouraged to use the local TfL buses/tube, to walk or cycle.

Routes

An overview of the current routes is set out in the map below. Detailed timetables showing all available stops and pick up times for each of the routes can be found on the School's dedicated transport site: www.ridekura.com/forest-school. While the aim is to adhere to scheduled timings as closely as possible, these may be disrupted due to unavoidable circumstances such as roadworks or heavy traffic at peak times.



FOREST SCHOOL

ROUTES

- FS1** Epping, Loughton, Chingford, Buckhurst Hill, Woodford
- FS2** Hornchurch, Hainault, Chigwell, Woodford Bridge
- FS3** Dagenham, Elm Park, Goodmayes, Gants Hill, Redbridge
- FS4** Docklands, East Ham, Forest Gate, Aldersbrook
- FS5** Islington, Highbury Corner, Dalston, Hackney Downs

- FS6** Stoke Newington, Newington Green, Hackney
- FS7** Highbury, Stoke Newington, Clapton
- FS8** Hornsey Rise, Crouch End, Hornsey, Turnpike Lane
- FS9** Hampstead, Dartmouth Park, Muswell Hill, Bounds Green, Palmers Green
- FS10** Highbury, Canonbury, Dalston, Hackney



Other Information

Eligibility

Children must be in Year 3 and above to use the bus service. Prep School children are escorted to the buses each afternoon, but make their own way, with other pupils, into School from the bus in the mornings.

Bus operators

Forest School partners with a transport management company, Kura, which procures services from a range of operators best suited for the routes offered by the School.

Kura has an experienced team in its Control Centre which tracks all buses during live service, ensuring the location of each vehicle is always known. In addition, the team is available by phone from 06:30 each morning if parents have queries about specific routes; the line is also covered until 19:00 each evening.

**Kura control centre number:
01753 907 950**

Bus tracking

Parents will have access to the **Kura App**, a free tracking app, which shows the vehicle on which pupils are registered to travel.

It also provides notifications, direct from the Kura team, to parents' mobiles when delays of 10 minutes or more occur.

Safety and compliance

- As a condition of their contracts, all drivers have enhanced DBS clearance
- All vehicles are operated and maintained under current legislation
- All buses/drivers are equipped with the appropriate technology to keep them in touch with the Kura control centre
- Where possible, regular drivers are used on the routes

Application for travel

Parents *must* make a formal application for their child to use the service, whether or not that have used the service previously, using the **Kura app**. Details of bookings for the previous school year will have been deleted.



The **Kura app** can be downloaded from either the Google Play Store or Apple's App Store (*links above*). Details about how to make bookings using the app can be found on the School's dedicated transport site: www.ridekura.com/forest-school. You will receive a link code by email, from Kura, in order to activate your secure account.

Amendments or cancellation

Any amendments to pupils' journeys should be made directly via the **Kura App**.

To cancel use of the service completely parents should email: forestschool@ridekura.com and schoolbus@forest.org.uk, giving notice of at least a half term.

Charges

Forest operates three charge bands depending on the pick-up/drop off location. Charges are based on a single, one-way journey. For 2021/22 the charges are:

Charge Band 1	£3.60
Charge Band 2	£4.50
Charge Band 3	£5.20

Contact numbers

Any parent with an urgent query about their child's bus route during service, should contact the Kura control centre on **01753 907 950**. This number is staffed from 06:30 in the morning to cover travel into School. It is also covered until 19:00 during the School to home run.

Lost property

Should a pupil leave any item on a school bus then parents should contact Kura either via email: forestschool@ridekura.com or by phone: 01753 907 950 to report the loss providing the bus route and a description of the item(s).

Kura will contact the appropriate bus supplier to find out if the item has been found. Pupils can then pick up the item on the next journey.

Pick up by parents at home stops

Younger children are often met by a parent/carer at the home stop drop-off. In such cases, should a parent not be at the stop when the bus arrives the bus will wait a few minutes and the driver will then contact Kura. The bus driver will continue to do the other drop-offs and bring the child back to School. Kura will inform the School; the School will then inform the parents. The parent will then need to collect the child from School.

***Ad hoc* journeys**

Pupils not registered to use the school bus but wishing to make an *ad hoc* journey, for instance travelling to the home of a school friend who uses the bus, may do so if a space is available on the service. The parent must first register on the **Kura App** by calling the Kura team on 01753 907950.

After registering, the route can be viewed on the app and the pupil can then be booked on for the journey, using the app. The visiting pupil will be logged onto the bus by the driver when boarding. A charge will be payable for this journey and the parent of the pupil who is travelling on the *ad hoc* basis will be billed.

Registered bus users who wish to make an *ad hoc* booking for a journey they would not normally take (e.g. a one-off afternoon journey for a registered mornings-only user) may do so by making the booking via the **Kura app**. The app will only permit a booking if there is capacity on the service. A charge will be applied for this journey.

Records will be reviewed regularly by Kura and the School and where pupils are making journeys for which they have not been registered or paid, the Bursary will follow up with a request for payment and for clarification about future use patterns.

Terms and Conditions

- Parents must register/re-register pupils every year to use the bus service, using the Kura App
- Parents wishing to withdraw children from the service must provide a half term's notice, by email to forestschool@ridekura.com and schoolbus@forest.org.uk, or forfeit the half term's charges in lieu
- Any changes to a child's use of the School Bus Service (eg frequency, route, home pick-up stop) must be made by via the Kura App
- Parents are asked to ensure their child travels on the route for which they are registered only
- Parents are asked to ensure their child carries a valid pass when travelling
- Parents are asked to ensure their child is at the pick-up bus stop in the mornings at least five minutes before the published pick-up time. Buses will wait until the scheduled time of departure only
- The School reserves the right to make route alterations after publication but will provide notice of any such action
- Parents are asked to remind children they remain governed by the School Rules and the School's Behaviour Policy at all times while travelling on the school buses
- Parents are asked to remind children they must abide by the Pupil Code of Conduct set by the School. This relates specifically to school bus travel

Pupil Code of Conduct

Pupils must:

- Be ready to board at the allotted time. If late, the bus will be unable to wait
- Travel on their designated bus only
- Carry their pass at all times and produce it when asked by a driver or member of staff
- Be polite and respectful to the driver and all other passengers at all times
- Follow any instruction from the driver without question – it is for their safety and the safety of others
- Stay in their seats with seat belts fastened
- Look after their belongings and keep them in a safe place
- Take litter off the bus
- If they see someone behave badly on the bus, inform the school or their parents. The driver's role is to drive the bus safely and not to be responsible for dealing with any poor behaviour unless it affects safety
- Make sure any necessary medication is taken before leaving home or school

Pupils must not:

- Shout, use bad language or make signs out of the window
- Start arguments or engage in verbal bullying
- Engage in fighting or 'play fighting'
- Distract the driver except in an emergency
- Eat or drink on the bus
- Take part in any other anti-social behaviour
- Leave any items on the bus
- Ask to be dropped off anywhere other than their agreed stop

COVID-19

The School is reviewing constantly Government guidelines associated with all aspects of return to schools in September, including the use of school buses. This will be monitored throughout the summer and any changes or adjustments to the use of the bus service will be communicated to parents/pupils accordingly.



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London E17 3PY

020 8520 1744 | schoolbus@forest.org.uk | www.forest.org.uk