**Transport Queries**

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| **Issue** | **Department responsible for query** | **Who to refer to for resolution****Contact Name and No.** |
|  **Safeguarding concerns**To report major issues of pupil behaviour. Information will be assessed and appropriate departments contacted. These incidents include: sexualised behaviour, assaults, criminal damage, attempts to abscond, PA/driving raises family safeguarding concerns, child left at property with no appropriate adult.* - - - - - - -

Urgent/immediate safeguarding concerns | SEN transport * - - - -

Safeguarding | Emily DearingSENTransport@hullcc.gov.uk01482 61510807769907311Referrals will be made to relevant departments after assessment by SEN transport* - - - - - -

Phillip PainterPhillip.painter@hullcc.gov.uk01482 614552 |
| **Behaviour on transport**Minor issues of pupil behaviour (language, disagreements between pupils)Major issues of pupil behaviour see safeguardingMinor issues of poor behaviour that are constant/repetitive or escalating  |    Operations TeamSchool SEN Transport | PA discuss with parent on day of incident.Planning team notify school of minor incidents CCU-educationtransport requests@hullcc.gov.uk (cc SENtransport@hullcc.gov.uk)Emily DearingSENtransport@hullcc.gov.uk01482 61510807769907311 |
| **Personal Budget Payment query**;Payment not receivedPayment incorrectChanges to payment amount | Support Services | Fiona BellFiona.Bell@hullcc.gov.uk07395798895Robert PalmerRobert.palmer@hullcc.gov.u.uk01482 616002 |
| **PA & driver issues/complaints**Parents complaint on PA language/behaviourSchool complaints of PA response to child behaviour/language PA not following health and safety guidance (ie seatbelt usage)Possible training need identified | Operations Team | Darren WardDarren.Ward@hullcc.gov.uk01482 61623007540677051 |
| **Risk Assessments**Requests for risk assessmentsUpdates to risk assessmentsSupport PlansMedical needs forms ie epilepsy care plan | SEN transport | Emily DearingSENtransport@hullcc.gov.uk01482 61510807769907311 |
| **Post 16 Payment queries;**Payment refund queriesRaising invoices* - - - - -

Collection of parental contributionQueries on outstanding BalanceSetting up budget plan | Support Services* - - - -

Debtors Team | Fiona BellFiona.Bell@hullcc.gov.uk07395798895Robert PalmerRobert.palmer@hullcc.gov.u.uk01482 616002* - - - - -

debtorsteam@hullcc.gov.ukVicky Gibson01482 613727 |
| **Routes and Schedules**Vehicle not arrived at specified timeNot arrived at correct addressPupil left at property boundary uncollected. (not seen entering home address)Queries relating to timetables, routes and travel times | Planning Team | Sandra HodderSandra.Hodder@hullcc.gov.uk01482 612809 |
| **Individual short notice arrangements**Pupil illShort notice of parent/carer unavailable for pick up/drop off before/after schoolCovid related closuresIndividual pupil timetable updates when transport is already in place* - - - - - -

Individual pupil timetable amendments when transport isn’t already in place | Planning Team* - - -

SEN Transport | CCU-educationtransport requests@hullcc.gov.ukParental requests received by SEN transport will be forward directly to planning team* - - - -

Emily DearingSENtransport@hullcc.gov.uk01482 61510807769907311 |
| **Child in Crisis**High emotional distressDisplay of physical anxietyAt risk of self-harm or harm to othersUnable to comply with health and safety requirement for travel | SEN transport | Emily DearingSENtransport@hullcc.gov.uk01482 61510807769907311 |
| **LAC pupils**Amendments to home addressTransport amendments (all pupils not under SEN cost code – queries must be raised by social care) | Planning Team  | CCU-educationtransport requests@hullcc.gov.uk |
| **Applications, Assessments, Appeals**Unhappy with application processTimescale of applicationsDisagreements with behavioural assessments/risk assessmentsAppeal against refusal to offer transportExceptional circumstance referrals  | Access and Inclusion | Hayley.o’grady@hullcc.gov.uk01492 61610007725557172 |
| **New Home to School Applications – SEN & Post 16** | SEN Transport | Emily DearingSENtransport@hullcc.gov.uk01482 61510807769907311 |