**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 Dearing  SENTransport@hullcc.gov.uk  01482 615108  07769907311  Referrals will be made to relevant departments after assessment by SEN transport   * - - - - - -   Phillip Painter  [Phillip.painter@hullcc.gov.uk](mailto:Phillip.painter@hullcc.gov.uk)  01482 614552 |
| **Behaviour on transport**  Minor issues of pupil behaviour (language, disagreements between pupils)  Major issues of pupil behaviour see safeguarding  Minor issues of poor behaviour that are constant/repetitive or escalating | Operations Team  School  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](mailto:SENtransport@hullcc.gov.uk))  Emily Dearing  SENtransport@hullcc.gov.uk  01482 615108  07769907311 |
| **Personal Budget Payment query**;  Payment not received  Payment incorrect  Changes to payment amount | Support Services | Fiona Bell  [Fiona.Bell@hullcc.gov.uk](mailto:Fiona.Bell@hullcc.gov.uk)  07395798895  Robert Palmer  [Robert.palmer@hullcc.gov.u.uk](mailto:Robert.palmer@hullcc.gov.u.uk)  01482 616002 |
| **PA & driver issues/complaints**  Parents complaint on PA language/behaviour  School 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 Ward  Darren.Ward@hullcc.gov.uk  01482 616230  07540677051 |
| **Risk Assessments**  Requests for risk assessments  Updates to risk assessments  Support Plans  Medical needs forms ie epilepsy care plan | SEN transport | Emily Dearing  SENtransport@hullcc.gov.uk  01482 615108  07769907311 |
| **Post 16 Payment queries;**  Payment refund queries  Raising invoices   * - - - - -   Collection of parental contribution  Queries on outstanding Balance  Setting up budget plan | Support Services   * - - - -   Debtors Team | Fiona Bell  [Fiona.Bell@hullcc.gov.uk](mailto:Fiona.Bell@hullcc.gov.uk)  07395798895  Robert Palmer  [Robert.palmer@hullcc.gov.u.uk](mailto:Robert.palmer@hullcc.gov.u.uk)  01482 616002   * - - - - -   [debtorsteam@hullcc.gov.uk](mailto:debtorsteam@hullcc.gov.uk)  Vicky Gibson  01482 613727 |
| **Routes and Schedules**  Vehicle not arrived at specified time  Not arrived at correct address  Pupil left at property boundary uncollected. (not seen entering home address)  Queries relating to timetables, routes and travel times | Planning Team | Sandra Hodder  Sandra.Hodder@hullcc.gov.uk  01482 612809 |
| **Individual short notice arrangements**  Pupil ill  Short notice of parent/carer unavailable for pick up/drop off before/after school  Covid related closures  Individual 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.uk](mailto:requests@hullcc.gov.uk)  Parental requests received by SEN transport will be forward directly to planning team   * - - - -   Emily Dearing  SENtransport@hullcc.gov.uk  01482 615108  07769907311 |
| **Child in Crisis**  High emotional distress  Display of physical anxiety  At risk of self-harm or harm to others  Unable to comply with health and safety requirement for travel | SEN transport | Emily Dearing  [SENtransport@hullcc.gov.uk](mailto:SENtransport@hullcc.gov.uk)  01482 615108  07769907311 |
| **LAC pupils**  Amendments to home address  Transport amendments  (all pupils not under SEN cost code – queries must be raised by social care) | Planning Team | CCU-educationtransport [requests@hullcc.gov.uk](mailto:requests@hullcc.gov.uk) |
| **Applications, Assessments, Appeals**  Unhappy with application process  Timescale of applications  Disagreements with behavioural assessments/risk assessments  Appeal against refusal to offer transport  Exceptional circumstance referrals | Access and Inclusion | Hayley.o’grady@hullcc.gov.uk  01492 616100  07725557172 |
| **New Home to School Applications – SEN & Post 16** | SEN Transport | Emily Dearing  SENtransport@hullcc.gov.uk  01482 615108  07769907311 |