



## **Home to School Transport**

### **Parents/Carers Guidance**

We are sending you this booklet because we are providing transport from Home to School for your child or a child in your care. This leaflet provides a guide to the service we provide and will be issued to all new passengers.

Transport will be provided in the most cost effective way using either a Council owned vehicle or a private contractor. If it is decided that a child needs to be accompanied on the journey to and from school a passenger assistant will be provided. The provision of a passenger assistant will be at the discretion of the SEN team who, wherever possible try to promote independent travel. The mode of transport will be at the discretion of the Transport team who will consider the child's needs and may be provided in a taxi or minibus. Arrangements will be made for those requiring child seats or harnesses, or who need to travel in a wheelchair.

### **Our Service and Your Viewpoint**

If you have any concerns about your child's transport please contact the transport team. The telephone number will be at the top of the letters that are sent to you and numbers are also included at the end of this leaflet. The team are committed to providing a quality safe and excellent service. We aim to continually improve and welcome comments or criticisms in order that we can achieve this. If you have any suggestions about our service please do not hesitate to contact us

### **What we ask for from you**

You must ensure your child is ready 5 minutes before the advised pick up time and that you take them out to the vehicle as soon as it arrives. This helps to avoid delays which can cause disruption for other parents or guardians and to timetables at schools. The vehicle will wait no more than 5 minutes for your child. (Please note for the first two weeks in September the pickup/drop off times may vary due to new routes and new passengers who are not currently travelling)

- That you tell us well in advance of any changes of address to allow us to plan for this.
  - ~ Occasionally more than one route may need changing to accommodate your move and timings may be affected for a number of children involved. We need to have time to inform all those concerned.
- That you do not allow your child to travel to school if they are unwell.
  - ~ If you need to cancel your child's transport for that day you can do using the numbers at the end of this leaflet.

It is essential that you make your child aware how important it is to behave on the journey to and from school. If your child damages a vehicle you may be asked to pay for any repairs

Children will not be allowed to eat or drink on the journey to and from school as this poses a choking risk.

You must ensure that the team are made aware of all of your child's needs. It is important that if things change that we are advised. This information will be transferred onto a document to be used by the passenger assistant when carrying out their work. Children settle in with passenger assistants and parents get used to seeing the same faces and communicating with them. It is inevitable that at times a passenger assistant may be absent from work and keeping the transport team informed of your child's needs allows this to be passed on to any covering member of staff.

It is important that we are told the make, model and size of your child's wheelchair if they need to take it or travel in it to school. We also need to know about any other equipment your child needs to take to school. If your child gets a new wheelchair you must notify us in advance of them wanting to use it. The team will need to check with the manufacturer of the wheelchair in order to ensure that the correct restraints are obtained and used to secure the wheelchair safely during transit. If you have not notified the team the driver will refuse to carry the wheelchair.

On escorted routes children will only be handed over to adults who have been introduced to the passenger assistant. If you are not going to be at home for any reason you must ensure that an adult who has been introduced to the passenger assistant will be there. Children will not be left with anyone under the age of 18. If a child is not met at their drop off point arrangements will be made to take them to Limetree Court or the local social services office from where you will be contacted. It will then become your responsibility to make arrangements to pick them up.

If there are any planned longer or short term absence please ensure we are also made aware of this.

### **You should bear in mind the following points**

Transport will be provided on a Home to School basis only. For the purpose of this home means on fixed address however where a child is cared for by two parents in separate homes this may be able to be accommodated.

Respite transport must be agreed by the appropriate social services team who must agree to fund this. If your child needs to carry their belongings to and from respite this must be kept to a minimum and be contained in one bag. Space on vehicles is limited and unrestrained objects can be a hazard and health and safety risk. You can make your own arrangements with their respite placement to drop off your child's belongings.

If your child misses their pick up in a morning please be aware that we will not be able to send another vehicle to take your child to school.

Journey times on transport will be kept to a minimum of one hour wherever distance allows. Routes will be carried out in the reverse order in the afternoon.

Passenger assistants are provided on vehicles to care for children on the journey to and from school. Neither drivers or passenger assistants are able to take children to and from the vehicle.

It is not always possible for all of our vehicles to get down some streets to pick up from home addresses and it may be that your child's pick up point will be at the nearest and safest pick up point.

Drivers and passenger assistants are not allowed to make changes to any routes or pick up or drop off points so please do not ask them to do this.

### **Our commitment to you and your child**

The atmosphere on our vehicles will be happy and friendly.

Where necessary our passenger assistant will have appropriate training to cope with your child's medical needs.

Our contractors will be reliable and if for some reason they are running late we will let you know.

All drivers and passenger assistants on our vehicles will be enhanced criminal records bureau cleared.

The vehicles our contractors use will be safe and clean.

Our contractors and their driver's will abide by our conditions of contract and driver's guidelines.

We will write to you annually to advise you of the arrangements for your child and as and when any changes occur.

### **Points of contact**

If you need to advise us of changes for your child such as house move, new wheelchair or a change to their needs or advise us of a long term absence you need to contact the team.

For general concerns about transport, to cancel your transport for that day or report non arrival contact the transport officer names on your correspondence.

Please note any medication or monies which need to be transported must be handed over to the PA in a sealed envelope/bag with your child's name clearly marked on this.

If you have any concerns or enquiries regarding the passenger assistant provision for your child please contact the passenger assistant team on 612808 or 612810.