

**Children, Young People and Family Services
and
Passenger Transport Service**

**Home to School Transport for children and young people
with Special Educational Needs and Disability**

**A Child in Crisis
Guidance
for
Schools, Parents and Carers**



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1. Introduction

This document has been produced to provide parents/carers, schools, passenger transport service's drivers and passenger assistants guidance for if a child with special educational needs and disabilities experiences a crisis when they are either due to be transported or have started their journey home to school on a transport vehicle which has been commissioned by Children, Young People and Family Services (CYP&FS) and provided by Passenger Transport Service either by their internal fleet or an independent operator.

2. Summary

Sometimes due to a child's complex needs and associated behaviours a child's behaviour can have an impact or put other children who they share their journey home to school at risk; occurrences can either be prior to a child boarding their transport vehicle or during their journey. These occurrences can also put at risk the driver and/or the passenger assistant, therefore guidance is required to ensure not only the child who is experiencing a crisis is appropriately supported and transported home to school, also the other children are transported safely.

3. Guidance

The Department for Education (DfE) Guidance for Schools states that schools have a statutory power to regulate the behaviour of children when off school premises; Hull City Council's Home to School and College Transport Policy¹ states:

- i. Any incidents of misbehaviour on home to school transport must be reported by the operator/escort to the School Transport Team at the earliest opportunity, the School Transport Team will then in turn contact the school and parents/carers.
- ii. The local authority in partnership with the school may consider withdrawing the provision of travel assistance where it is considered that a child has demonstrated serious or regular misbehaviour whilst using that transport such as:
 - to put at risk the driver of the vehicle or other passengers;
 - use of threatening or violent language or;
 - damage to the vehicle
- iii. The withdrawal of travel assistance will be either:
 - Temporary – this is defined as a specified number of weeks; or
 - Permanent – this is defined as the remainder of the School year
- iv. The withdrawal of travel assistance (either temporary or permanent) for a particular child shall not imply that travel arrangements were not necessary and should not be provided.

¹ Hull City Council, Home to school and college transport policy (May 2013)

The withdrawal would be saying travel arrangements were necessary and had been made, but that the child's behaviour was such that they cannot take advantage of it and alternative arrangements must be made to transport the child to and from school.

- v. Parents/carers will be informed in writing of any such incident outlining any action to be taken. If a child causes damage on a vehicle this could result in the requirement to pay for any damage caused.
- vi. The local authority recognises the obligation of home to school contractors to the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulation 1990. However it feels that on no account should a child be put off a vehicle at a point other than the child's school or normal set down point.
- vii. Nothing in the policy prevents the operator of a commercial service to exclude a child if they demonstrate poor behaviour as set out above.
- viii. Passenger assistants are responsible for the care; supervision and reasonable behaviour of children whilst being transported to and from school in line with the school behaviour policy and should oversee the children's conduct and safety in such a way that the driver is unhindered in his or her duties.

However, CYP&FS has a responsibility to introduce reasonable adjustments which meet the needs of children with special education needs and disabilities whose associated behaviours may have an impact on other children sharing their journey and for drivers and passenger assistants who may be put at risk should a child experience a crisis.

4. Home to School Child in Crisis, Planning and Support (child still on school site)

For a child who has been transported into school by Passenger Transport Service and if prior to the end of the school day a child is demonstrating behaviours which school personnel feel may impact the other children they are to be transported home with/or could pose a risk to either the driver or the passenger assistant alternative arrangements should be taken. The member of staff should:

1. Contact the child's parents/carers advising alternative arrangements will need to be organised and they will be required either to collect their child (if possible) or will need to supervise their child during alternative transport provision (maximum 3 consecutive days) which will be organised by Passenger Transport Service; parents/carers will be contacted by Passenger Transport Service advising of the alternative transport arrangements.

2. The parents/carers are responsible for either transporting their child or providing assistant with transportation.
3. If parents/carers refuses to collect their child within an appropriate length of time of them been contacted or supervise their child during alternative transport provision a safeguarding referral will be made by the school to Early Help and Safeguarding Hub (EHASH).
4. Inform Passenger Transport Team at the earliest opportunity so alternative arrangements can be organised; advising that the parent is expecting alternative transport provision to be collecting them so they can supervise their child during the journey.
5. Inform the driver and/or passenger assistant the child will be transported via alternative transport provision.
6. Passenger Transport will also contact the parents/carers advising alternative transport provision is to be organised, a parent/carer will be expected to provide their mobile phone number so they can receive notifications from the taxi company of the booking, vehicles and driver details and so they know when the vehicle has arrived.
7. Schools and Passenger Transport will monitor the number of request for alternative transport provision due a child showing signs or experiencing a crisis (Appendix 1):
 - a. One off occurrence the child's regular transport provision will resume the following day; when a pattern of 'one off occurrences' occurs; after the third 'one off occurrence in any one term' the school should introduce either rewarding and/or sanctions to support the child's continued use of scheduled transport and the Passenger Transport Team should be notified at the earliest opportunity of the arrangements taken by the school; after the fifth 'one off occurrence in any one term' the school should in conjunction with Passenger Transport Team organise a meeting to ascertain why, and if alternative regular transport arrangements need to be considered between parent/carer and CYP&FS.
 - b. Potential to be a regular occurrence (3 consecutive days) if there are known issues which will affect the child's regular transport provision; the school should introduce either rewarding and sanctions to support the child's continued use of scheduled transport and Passenger Transport Team should be notified at the earliest opportunity of the action taken by the school.

- c. Regular occurrence (4 consecutive days) if a child regularly experiences a crisis the school in conjunction with Passenger Transport Service should organise a meeting between parent/carer, and CYP&FS to ascertain if transport should be withdrawn for a temporary period (specified number of weeks) or if alternative arrangements can be introduced.
- d. Parents/carers should be informed of any such incidents outlining any action to be taken.
- e. It is not the responsibility of the school to fund transport home to school; the local authority has a statutory responsibility to provide home to school transport for children with special educational needs and disabilities and will fund any interim arrangements which are organised by Passenger Transport Services.

5. Child in Crisis Whilst Being Transported

If a child who is being transported experiences a crisis whilst travelling in a vehicle commissioned by CYP&FS which has been organised by Passenger Transport Service and the child is demonstrating behaviours which will place the other children at risk and/or the driver or the passenger assistant and, the vehicle is within 5 minutes driving time distance from the child's school:

- a. The driver will return back to the child's school so the child is supervised by a member of the school's staff to ensure the other children can be transported safely home.
- b. The driver will inform Passenger Transport Service of the incident who will then contact the parents/carers advising them their child has had to be returned to their school due to demonstrating serious or regular misbehaviour.
- c. The parents/carers are responsible for either transporting or providing assistance during transportation.
- d. A parent/carer will be requested to either collect their child from their school or alternative arrangements will be organised and a parent/carer they will be collected so they can supervise their child during their journey.
- e. The parent/carer will be expected to provide their mobile phone number so they can receive notifications from the taxi company confirming the booking, vehicle information and driver details and so they know when the vehicle has arrived.

If the vehicle is over 5 minutes driving time from the school:

- a. The passenger assistant should provide the child appropriate intervention to minimise the situation along with supporting the other children.

- b. The driver shall stop the vehicle and contact Passenger Transport Team to notify them of the incident occurring and interventions which have been introduced.
- c. Passenger Transport Team will contact the child's parents/carers to advise them and the course of action being taken.
- d. The driver should depending on their scheduled route transport the child who has experienced a crisis home immediately once the child's is transported to their home the driver will then take all the other children home.
- e. A risk assessment (Appendix 2) should be completed by the driver or passenger assistant to assess any measures which can be introduced to mitigate a reoccurrence for the child i.e. length of journey time; noise level; seating arrangements; medical issues etc

If a child experiences a crisis on their way to school and the vehicle is within 5 minutes driving time distance from the child's home address:

- a. The driver will return back to the child's home.
- b. Notify the school and Passenger Transport Team of the incident at the earliest opportunity.
- c. If the parents/carers are not at home Passenger Transport Team will contact the child's emergency contact for the child to be taken to their address.
- d. The parents/carers are responsible for their child, if parents/carers refuses to make their self-available for their child within 30 minutes of them been contacted a safeguarding referral will be made by the Passenger Transport to Early Help and Safeguarding Hub (EHASH).
- e. Parents/carers will be advised of this arrangement.
- f. Once the child's journey has ended the driver will then take all the other children to school.
- g. Parents/carers should advise the school of their child's absence if other transport arrangements are not organised.

A risk assessment shall be completed following any incidents involving a child if there are any further incidents the risk assessment should be updated (Appendix 2) the drivers of regular transport provision will carry a copy for their information.

Monitoring the number of occurrences will mirror that of child experiencing a crisis before they have boarded a vehicle as will the number of occurrences the rewards, sanctions and follow up actions (Appendix 1).

If the child's behaviour is seen as very serious and puts the other passengers at serious risk of danger along with the driver, an urgent meeting will be convened with the child's parents/carers; school, CYP&FS and Passenger Transport and transport will be withdrawn temporarily until the meeting has taken place.

Parents/carers will be informed in writing of any such incidents outlining any action to be taken.

6. Withdrawal of Assisted Transport

CYP&FS, Passenger Transport Service in partnership with the school may consider withdrawing the provision of travel assistance where it is considered that a child has demonstrated serious or regular behavioural issues whilst using that transport such as:

- to put at risk the driver of the vehicle or other passengers;
- use of threatening or violent language; or
- damage to the vehicle.

The withdrawal of travel assistance will be either:

- Temporary – this is defined as a specific number of weeks; or
- Permanent – this is defined as the remainder of the school year

The withdrawal of travel assistance (either temporary or permanent) for a particular child shall not imply that travel arrangements were not necessary and should not be provided. The withdrawal would be saying travel arrangements were necessary and had been made, but that the child's behaviour was that they cannot take advantage of it.

CYP&FS are under no obligation to provide a child their own regular transport provision, it is expected that children will share transport to maximise cost effectiveness.

There is no prevention of an operator of a commercial service to exclude a child if they demonstrate poor behaviour as per Home to School and College Transport Policy removal of travel arrangements.

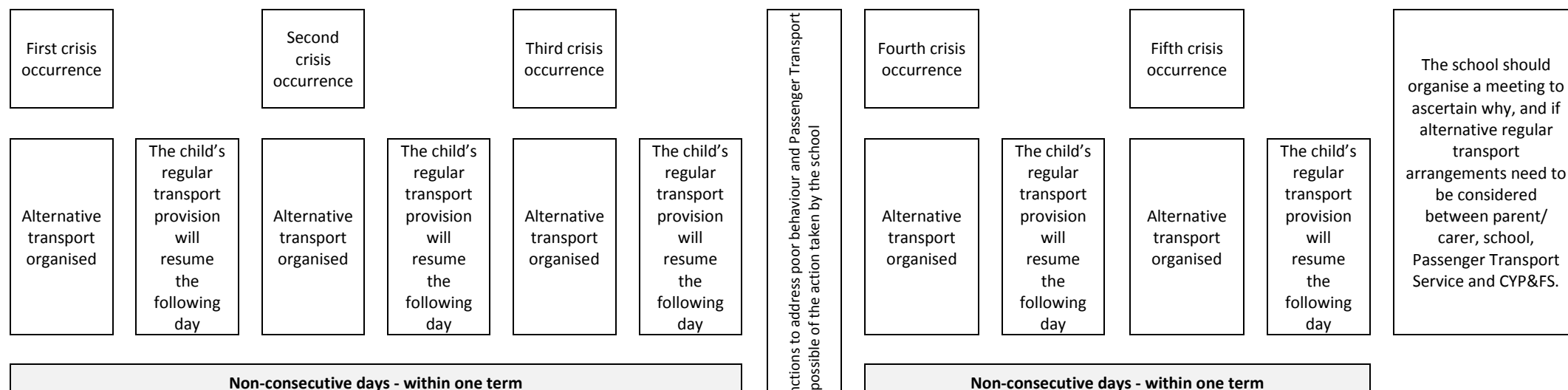
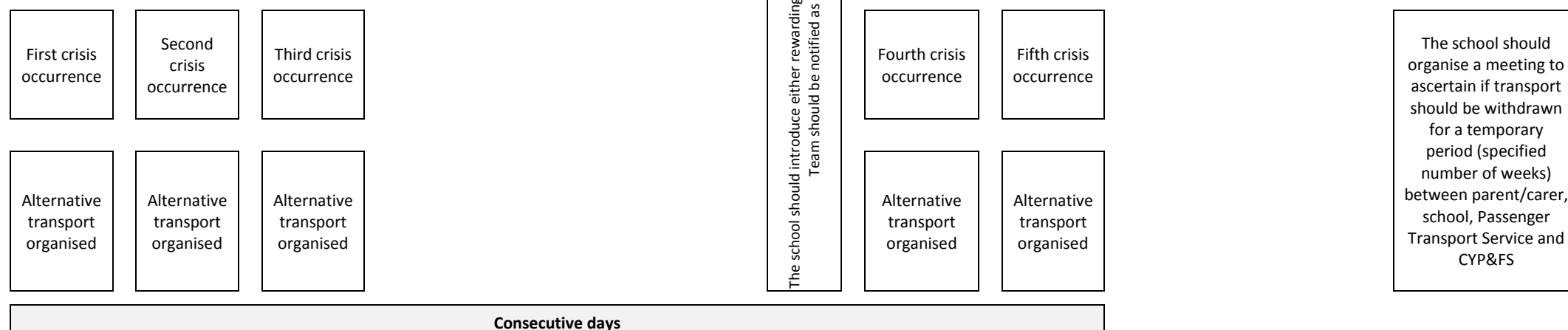
7. Personal Transport Budgets

If a child's travel assistance has either been withdrawn temporarily or permanently as a consequence of a child's behaviour and the child cannot take advantage of their previous travel arrangements; CYP&FS would be able to offer the child's parents/carers Personal Transport Budget, a monthly allowance which the child's parents/carers are paid to arrange the child's home to school transport.

8. Reinstate Withdrawal of Travel Assistance

Following the withdrawal of temporary or permanent travel assistance for a particular child a meeting will be convened between the parents/carers, school, Passenger Transport Service and CYP&FS before the withdrawal period end date to determine if travel assistance can be reintroduced and if any reasonable adjustments are required to reintegrate the child back on to regular transport provision.

Further information is available on: <http://hull.mylocaloffer.org> or contact Home to School Transport Team, Hull City Council, Children, Young People and Family Services, Brunswick House, Strand Close, Hull HU2 9DB Tel: 01482 616963 or email: hometoschooltransport@hullcc.gov.uk

Child experiencing a crisis**One off occurrences****Potential to be a regular occurrence**

Home to School Transport Risk Assessment – Children with Challenging Behaviours

Child's Name		Date of Birth		School	
Identification of Risk					
Is the risk potential or actual? (Has there already been an incident?)					
Who is affected by the risk?					
Assessment of Risk					
In which situations does the risk usually occur?					
How likely it is that risk will arise?					
If the risk arises, who is likely to be injured or hurt?					
What kinds of injuries or harm are like to occur?					
How serious are the adverse outcomes					
Risk Reduction Options					
Measures	Possible Options	Benefits	Drawbacks		
Proactive interventions to prevent risk					
Early interventions to manage risk					
Reactive interventions to respond to adverse outcomes					

Agreed Behaviour Management Plan and Risk Management Strategy							
Focus of Measures		Measures to be Employed			Level of risk Drawback		
Proactive intervention to prevent risk including environmental aspects (noise, people, changes, activity, communication)							
Early interventions to manage risk							
Reactive interventions to respond to adverse outcomes (e.g. calming, verbal/non-verbal interaction)							

Assessment Completed by:							
Name:		Designation:		Signature:		Date:	