

Home to School Transport

– What to Expect



Guidance for Parent and Carers

Introduction

Your child is eligible for transport to school and we have made travel arrangements to ensure that they arrive safely and in time for the start of the school day.

Putting a child on transport can be daunting for parents and carers. This guidance aims to address concerns you may have and explains the key responsibilities of those involved with the transport.



Driver & Passenger Assistant

The driver, and passenger assistant if one is provided, have a responsibility to:

- 👁️ Transport your child between the home or nominated pick up point and school, safely and in time for the start of the school day.
- 👁️ Wear photographic identification to confirm that they have been DBS checked to an enhanced level.
- 👁️ Be friendly, professional and give advance notice of planned changes.
- 👁️ Provide you with a contact number for use in relation to the operation of the contract.
- 👁️ Be consistent. Regular staff should be used where possible.
- 👁️ Look after the welfare of the children. The driver and passenger assistant are not permitted to carry out medical procedures or administer medication.
- 👁️ Report incidents, accidents and concerns about children's welfare or behaviour as appropriate.
- 👁️ Ensure the safe operation of the vehicle. Drivers need to consider factors such as road conditions, pupil behaviour and safe transportation of wheelchairs.
- 👁️ Treat information provided to them with confidence.

Parent/Carer

As the parent/carers you have a responsibility to:

- 👁️ Provide the driver/passenger assistant with information specific to your child's needs and let them know if their needs change.
- 👁️ Have your child ready to board the vehicle and make arrangements for a responsible adult to collect them from it.
- 👁️ Provide the driver/passenger assistant with your contact numbers for use in connection to the operation of the contract.



👁 Be aware that transport entitlement decisions are based on the permanent home address and cannot be arranged to accommodate individual personal circumstances.

👁 Provide at least ten working days notice of changes to travel arrangements i.e. change of address.

👁 Report concerns/disputes when they arise so that they do not escalate.

👁 Let us know of changes to your child's wheelchair so that we can provide the company with the information required to transport your child safely.

👁 Let your child know what is expected of them whilst on transport.

👁 Be aware that there is no statutory obligation for transport to be provided after year 11. From year 12 onward you will be required to apply for and contribute toward the cost of travel.

Further details can be found at www.staffordshire.gov.uk/sentransport

👁 Be aware that we are legally obliged to review the services periodically and this can result in changes to the transport arrangements. Staffordshire Parent Action Network (S.P.A.N) have a toolkit which can be used as an aid to make transitions less stressful.

👁 Notify us if your child is due to change the wheelchair that they travel in or if they are to start traveling in a wheelchair.



www.staffordshire.gov.uk/sentransport



Connectivity Operations Team:

As a Transport Unit we have a responsibility to:

- 👁️ Use the information provided by the professionals involved in your child's care to ensure transport arrangements meet your child's needs.
- 👁️ Advise you on or intervene to resolve concerns. We hope you will be happy with the service that your child receives but if you have a serious concern or an issue that cannot be resolved directly please contact us.
- 👁️ Make amendments to travel arrangements within ten working days of notification of approval.
- 👁️ Communicate with you about planned changes.
- 👁️ Provide risk assessments for pupils who remain in their wheelchair whilst travelling. A "passport" will be attached to the frame of the chair. This document is designed to provide anyone transporting your child in the chair with the information required to do so safely so should not be removed.
- 👁️ Investigate concerns relating to safeguarding matters.

- 👁️ Investigate suspected breaches of relevant legislation and Staffordshire County Council's Conditions of Contract.
- 👁️ Carry out on-site checks.

Passengers

Whilst we understand that children have individual difficulties, the comfort and safety of all passengers and staff must be protected. To ensure that the journey is safe and enjoyable for everyone it is important that the children are aware that they should:

- 👁️ Follow the instructions given to them by the driver/passenger assistant.
- 👁️ Use allocated seats where applicable
- 👁️ Be aware that aggressive, violent and racist behaviour is unacceptable and that behavior which threatens the safe operation of transport may result in travel being withdrawn.
- 👁️ Wear the seatbelt provided.
- 👁️ Report concerns or issues as appropriate.





Transport Information

Use this page to record the information relating to your child's transport and keep it somewhere handy.

Transport Company Name:

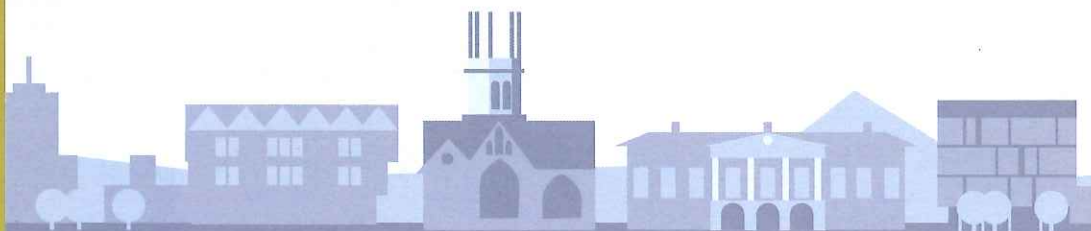
Base Tel No:

Driver Name:

Driver contact No:

Passenger Assistant Name:

Passenger Assistant
Contact No:



Contact:

If at any point you wish to discuss your child's transport please contact us.

By Telephone:

Schools in North Staffs:

Leek, Moorlands, Newcastle under Lyme 01785 854118

Schools in East Staffs:

Uttoxeter, Burton, Tamworth 01785 278213

Schools in West Staffs:

Stafford, Cannock & Rugeley, Lichfield, South Staffs 01785 278678

By Post:

Connectivity Operations
Transport and the Connected County
Staffordshire County Council
Staffordshire Place 2
Stafford
ST16 2DH

Or for Independent advice you may wish to contact:

Staffordshire Parent Action Network (S.P.A.N)
span-info.co.uk

SEND Family Partnership,
Eastgate House 79/79A
Eastgate Street,
Stafford ST16 2NG
Telephone: 01785 356921

