

# Special Educational Needs (SEN) Transport Service: Key Information for Parents and Carers

These notes are designed to provide some key information to assist parents and carers using the Bromley Council Special Educational Needs (SEN) Transport service.

The Council would also like draw your attention to the SEN Transport service information page on the Bromley Council website where you can find a full introduction to the service, the SEN Transport policy and further information sheets – the page can be found by visiting -

[www.bromley.gov.uk/info/8/special\\_educational\\_needs/59/home\\_to\\_school\\_travel\\_and\\_transport\\_assistance\\_-\\_sen](http://www.bromley.gov.uk/info/8/special_educational_needs/59/home_to_school_travel_and_transport_assistance_-_sen).

We aim to provide a safe and appropriate service for all the children who receive SEN Transport assistance. This service works best when parents/carers, schools and providers work in partnership with the SEN Transport Team. If you have any concerns regarding any aspect of the SEN Transport service, please discuss them with the SEN Transport team.

## **For children on transport with a Council contracted transport provider**

All provider crews are DBS checked and the vehicles used are fully compliant with Road Traffic & Operator legislation. All crew are required to undergo disability awareness training and at least one member of the crew on each route will have undergone first aid training, but they are not expected to act in the role of a trained teaching assistant. Crews should be fully capable of undertaking their roles and responsibilities and have an understanding of the needs of the children they are transporting.

Provider personnel should have identification badges, including PCO licences for drivers, on display on their person at all times whilst working on LBB routes. On-site inspections at schools are carried out by Bromley council managers during the academic year to check for full compliance and regular audit inspections are undertaken at provider premises.

Where possible, an introductory 'meet & greet' will take place between the crew, child and family before the start of transport. These are not always possible before the start of a new academic year as provider crew may also be away during the school holiday period. For pupils starting school after September, we will aim to facilitate a similar meeting at the school before commencement of transport services.

It is expected that there will be continuity of crew and vehicle on the route your child is allocated. If changes are required, you will be notified as far in advance as possible by the provider. Please be aware that in some emergency situations, such as illness, it will not be possible to provide advance warning of changes.

If your child requires specialist seating support or restraint whilst travelling in a vehicle please inform the SEN Transport team.

Transport assistance is provided from the designated collection point to the registered school address at the standard published school start and finish times only. Parents/carers are responsible for making the necessary transport arrangements for any other journey requirements, for other times and/or to an alternative collection/drop off point. This includes, but is not restricted to: extracurricular activities, work experience, breakfast and after school clubs, appointments, detentions or illness. Any exceptional requests should be made directly to Bromley SEN Transport for consideration, and not the provider or crew.

Routes are scheduled by providers to operate the shortest journey possible for all pupils and therefore please do not request amendments to the scheduled timings. Please be ready for transport at these times at the designated point.

On arrival of transport, please bring/take the child to/from the vehicle. In some cases the crew may assist in the transfer where the complex needs of a child are such that assistance is warranted. Under normal circumstances the driver's responsibility is to stay with the vehicle whilst the passenger assistant monitors children on the vehicle.

Vehicles will wait a maximum of 3 minutes at each designated collection point. If the child is not in the vehicle by the end of this time, the vehicle will leave and they will be logged as not attending the pick-up.

If a child does not attend a morning pick up twice in a row, their transport will be suspended. The service will only be resumed once you have contacted the SEN Transport team and they authorise the provider to remove the suspension.

Sometimes it may be necessary to cancel the service due to illness or an emergency. If so, please ensure you provide as much notice to the provider as possible and at least 24 hours' notice, where possible, to avoid suspension of the service. The SEN Transport team must be informed in advance of all cancellations. Following longer term absence or illness, please contact the SEN Transport team to discuss the reinstatement of the service. This advice should be given with at least 2 working days' notice before the child is due to return to school/college.

The SEN Transport Team should be advised as soon as possible if a child moves home or changes schools so that their eligibility can be reassessed and any necessary arrangements made. Please also ensure the SEN transport team are advised immediately of any changes in parent/carer or emergency contact details.

All transport arrangements are reviewed on a regular basis and could change during the academic year. We will aim to provide as much notice as possible for any changes.

The provision of the service in one academic year does not guarantee eligibility in future years.

We advise against children taking valuables or cash with them on transport. Items taken on transport are done so at the parent/carer's risk and the provider will not be responsible for any loss or damage that occurs during the journey. Crews will not open or interfere with the pupil's school bag, except in a medical emergency if the pupil's medication is inside.

## **Code of Conduct for Students using the SEN Transport Service**

Whilst it is accepted that children with SEN may present with behaviours due to those needs, service users are entitled to expect a safe and stress free journey to/from school.

Students should:

- Arrive for their transport on time
- Behave in a responsible way when waiting for the vehicle
- Wear seatbelts at all times, if available
- Get off safely at the right stop and cross roads carefully
- Follow instructions from the driver, passenger assistant or other official, especially in an emergency

Most children using the SEN transport service will do so responsibly and safely. However, the following behaviour is not acceptable. If this behaviour occurs, parents/carers will be contacted by the SEN Transport team as to the appropriate action that will be taken.

Nuisance or offensive behaviour: irritating and unpleasant behaviour which, whilst not necessarily a threat to safety, may significantly impair the comfort of others. This includes failing to respond to the instructions from the driver/passenger assistance, eating or drinking on the vehicle (unless this is required for a medical condition), smoking, spitting and using bad or abusive language.

Dangerous behaviour: includes behaviour which may present some potential or actual threat to the physical safety of the child and others. This includes harassing or verbally abusing others during the journey, bullying and moving from the seat.

Destructive or Very Dangerous Behaviour: which causes or has the potential to cause physical injury to others and damage to the vehicle. This includes threatening physical violence or fighting, leaning out of the window or door whilst the vehicle is moving, interfering with the opening of the doors/windows, causing graffiti (including scratching glass), spraying aerosols and damage to seats/seatbelts or other equipment.

Extremely Dangerous or Life Threatening Behaviour: which is likely to cause serious injury to others. This includes physical assault on others, lighting fires (including igniting aerosols), threatening physical violence with a dangerous weapon, interfering with the vehicle controls and throwing objects around the vehicle.

We look forward to working with you to support your child in their education.