



## **Bromley SEN Transport Service Guidance Notes for Schools**

### **FAQ: Head teacher, school SENCO, office team and all staff working with SEN pupils**

These notes are designed to provide some key information to assist Schools with pupils who utilise Bromley SEN Transport services. We would also like to draw your attention to the SEN Transport service information page on the Bromley website, which can be found by [clicking here](#). Here you can find a full introduction to the service, the SEN Transport policy and further information sheets.

We aim to provide a safe and appropriate service for all the pupils who receive SEN transport assistance. This service works best when parents/carers, schools and providers work in partnership with the SEN Transport Team. Schools will see the transport assistance service in operation on a daily basis, therefore if you have any concerns about the service please contact the SEN Transport Team.

The transport service is contracted to providers whose crews are all 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.

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. For pupils joining transport after September, we recommend the meeting takes place at the school and the SEN Transport team will facilitate this.

Transport assistance is provided from the designated collection point to the registered school address to arrive at the standard published school start and finish times only. Schools will need to make their own transport arrangements for pupils to attend an offsite or alternative provision. 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, appointments, detentions, illness or school trips.

School staff should be available and looking out for transport at its scheduled arrival times to collect/handover the pupils to/from the crew at the vehicle. In some cases the crew may assist in the transfer where the complex needs of a pupil are such that assistance is warranted. Under normal circumstances the driver's responsibility is to stay with the vehicle whilst the passenger assistant monitors pupils on the vehicle.

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.

Provider staff should not be kept waiting at drop off or pick up. Where this may be necessary, please discuss in advance with the SEN Transport team. If pupils present behaviour making it unsafe to enter the vehicle, the crew/provider will discuss with SENT and may refuse to accept a pupil on transport under these circumstances. In this case the parents/carers and school are responsible for the pupil's journey home.

The council has a duty to maximise the use public funding and it is therefore important to run the service as efficiently as possible. Please advise the SEN Transport team if any pupil in receipt of SENT assistance is absent for more than 5 days or has been taken off roll from the school.

If it is necessary to cancel the service for any reason, please provide the SEN Transport team with at least 24 hours' notice, to avoid suspension of the transport assistance, with full details of the reason for the SEN Transport Team, Central Depot, Bromley, BR1 2BS

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cancellation. This includes, but is not restricted to: detentions, school trips, long-term illness and work experience. Please advise the SEN Transport team when pupils attend extra-curricular activities following the end of the school day.

Term dates are requested prior to the start of the school year. Changes to these dates may occur during the year and it is important that these are reported to us at the same time that parents are advised.

Please be aware that vehicles will wait a maximum of 3 minutes at each designated collection point. If pupils are 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. Parents/carers are then responsible for the pupil's journey to school. If a pupil does not attend a morning pick up at the designated collection point twice in a row, their transport assistance will be suspended until the parents/carer contact the SEN Transport team. Parents/carers are responsible for the pupil's journey to school during any period of suspension.

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.