



Bromley SEN Transport Service Key Information for Providers

These notes are designed to provide some key information to assist Providers in running transport services for Bromley SEN Transport. Please note all providers are required to adhere to the terms and conditions of the SEN Transport framework, specifications and contracts, commencing September 2015. Please draw the relevant parts of these documents to the attention of all your staff involved in the operation of these contracts.

We would also like to draw your attention to the SEN Transport service information page in the Special educational needs section of www.bromley.gov.uk. Here you can find a full introduction to the service, the SEN Transport policy and further information sheets for parents/carers and schools.

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 the crew have any concerns regarding the route or children they transport, please encourage them to share these with you for discussion with the SEN Transport team.

Crews must be fully capable of undertaking their roles and responsibilities and have an understanding of the needs of the children they are transporting. 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 need to maintain a professional relationship with parents/carers and school staff. They will be friendly and polite, but will not discuss personal matters, company politics or operations with parents, children, school staff or any 3rd party.

Drivers must be familiar with their route and should have completed a dry run before it commences.

Please ensure all crews wear identification badges, including PCO licences for drivers, on display on their person at all times whilst working on LBB routes and do not smoke during this time. Working hours commence when crew set off to start the route until the vehicle has left the perimeter of the final drop off address.

We all have a duty to maintain the safeguarding of children. Please ensure all members of staff receive adequate training in this area and are encouraged to share concerns with you for discussion with the SEN Transport team.

It is expected that there will be continuity of crew and vehicle on the routes you are contracted to undertake. If changes are required, please discuss with the SEN Transport team in advance and ensure that you advise the parents/carers and schools with as much notice as possible.

Where possible, an introductory 'meet & greet' is to 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 we will facilitate this.

Transport assistance is provided from the designated collection point to the registered school address at the standard published school start and finish times only. Any requests by parents or schools for deviation from this rule (e.g. for extracurricular activities, alternative drop-off address, detentions, leaving early due to illness) must be directed to SEN Transport for consideration, before making any changes.

Parents/carers and school staff are responsible for being available and looking out for transport at its scheduled arrival time and to bring children to and 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 must not wait longer than the agreed scheduled time of 3 minutes at each stop and a maximum of 5 minutes for isolated incidences with authorisation from SEN transport.

Crews should not be kept waiting at schools for drop off or pick up, unless this has been agreed in advance with the SEN Transport team. If children present behaviour making it unsafe to enter the vehicle the crew should be instructed to contact your office, who will discuss this with the SEN transport team and a joint decision will be made as to the safety of accepting the child on transport.

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 child in receipt of SENT assistance is absent for more than 5 days or has been taken off roll from the school.

Routes must be operated to ensure the shortest journey time for all children and must not be altered to meet parental requests or for the convenience of the crew, to the detriment of other passengers on the route.

At the end of each week, providers will email a weekly non-attendance log. This is a complete list of all children that have not attended journeys, noted by date and AM or PM. A template of the form will be provided.

Please advise the SEN Transport team when children attend extra-curricular activities following the end of the school day and therefore are not a regular user of the service.

If a child does not attend morning pick up twice in a row, you will suspend the service and inform us immediately. The service will only be resumed once the parent has contacted us and we have authorised the resumption with you.

We must be informed of all advance cancellations. If parents inform the crew or yourselves of this, then we must also be informed. When transport is cancelled due to illness, with no specified timeframe, it will only be reinstated when the parent/carer notifies SEN Transport. If parents contact yourself or the crew, please advise them to contact SEN transport directly, before recommencing the transport service.

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. Crews must 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, please inform the SEN Transport team immediately so that appropriate action can 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.