

Confidentiality

We will respect your confidentiality at all times and ensure that any information you provide to us is only used for the intended purpose.

How you can help us

You can help us improve our service by:

- Being punctual. Make sure you have your child ready for collection at the specified time.
- Report any worries you have as soon as possible to a responsible person such as the Headteacher or directly to the PTU.
- Make sure that the driver and escort, via the PTU, have up to date information about your child, including any special requirements, for instance medical information.
- Some children become excited or irritable when travelling in a minibus or taxi. It helps if you can teach your child how to act sensibly on and around vehicles.
- If you need to let your transport provider know that your child is going to be away from school for a short while, or you need to pass on a simple message please contact either the Passenger Transport Unit (if your child travels on a County Council minibus) or the taxi company direct on the telephone numbers you already have for them. For longer absences it is best to contact the PTU in the first instance.
- Advise the PTU if any information we hold for your child changes e.g. a change of address, special requirements etc.
- Ensure that you, or another carer, are at the pre-arranged meeting point when your child returns home.

How to contact us

Our aim is to provide a safe, secure and comfortable journey for your child. We hope you will be satisfied with the service provided. However, should you have any cause for concern, or have any suggestions about how our services might be improved, we would like to know. If you require any further information or require this in a different format e.g. large print, Braille, tape or an alternative language, please contact us as below:

**The Passenger Transport Unit
School Transport Guidelines
P.O. Box 1151
LEICESTER
LE3 8ZQ**

Telephone: **0116 265 8777**

Fax: **0116 265 7181**

E-mail: passengertransport@leics.gov.uk

Web: www.leics.gov.uk
(in the Roads and Transport Section)

For information on eligibility to SEN transport, the SENA Service can be contacted on **0116 265 6600** and further information can be found on the Education section of our website as above.

Please note that the information contained in this leaflet applies to residents of Leicestershire only. People living in the City Of Leicester or other local authority areas, should contact their own Council for relevant information.

Leicestershire School and College Transport

Guidelines for Parents: Special Educational Needs Transport in Leicestershire



Issue 2

April 2007

These Guidelines are produced to help secure safe and reliable special educational needs (SEN) school transport.

Our Commitment

The County Council places great emphasis upon the quality of home to school transport for children and young adults with special educational needs, and expects that all operators providing services on our behalf will also do so. Providing the right transport, so that your child arrives at school, and home again, without undue stress or strain, can make a real difference to their educational and social development. We aim to ensure that if your child is entitled to receive transport support, their journey to and from school will be as safe, secure and comfortable as is possible.

About this leaflet

This leaflet outlines for parents and carers:

- the service you might expect to receive
- the standards to which we are committed
- what you can do to help improve our services to you how to contact us should the need arise.

The transport we provide

The Local Authority (LA) uses a wide range of providers to transport pupils to and from school. These include using specialist minibuses from the County Council's own fleet, taxi operators, or allocating a bus pass for travel on public or mainstream schools transport, for those pupils able to travel independently. If your child qualifies for SEN transport you may be able to apply to drive your child to school or arrange for a carer to do this and claim some money towards the cost. You will not normally be able to claim your own expenses if the LA can provide alternative transport e.g. if a minibus is already operating to the same school. The decision to grant mileage allowance and the amount of payment is made by the Group Manager, Passenger Transport Unit (PTU).

The type of transport the PTU allocates to your child will depend on a number of factors including: your home address, the intended school destination,

the frequency of travel, and the availability of SEN transport already operating in your area.

Further information on entitlement to receive free home to school transport for children with special educational needs may be found on our website or by contacting the Special Educational Needs Assessment Service (SENA) - details are at the end of this leaflet.

Our service standards

Before arranging transport we will:

- Upon receipt of a request for transport from SENA we will confirm our intentions to you before the transport starts. This will often be done over the telephone and followed up with specific details in writing as soon as possible.
- Provide all parents/carers with the opportunity to fill in a registration form for their child, to tell us more about their specific needs.
- Should your child's special circumstances require it, we will arrange for an introductory home visit by the intended transport provider.

After arranging your child's transport we will:

- Provide a door to door service, whenever appropriate.
- Provide an escort for all children attending specialist nurseries, or attending primary placements, or requiring specialist levels of care, or for other older pupils where deemed necessary by the relevant professionals. An escort will not normally be provided for the majority of students attending Further Education placements.
- Ensure the driver and escort provided:
 - Are subject to a Criminal Records Bureau check for previous convictions/suitability
 - Are suitably trained/qualified for any exceptional needs your child may have
 - Carry identification, if you have any doubts please ask to see this
 - Are courteous, caring and mature in outlook, having a manner appropriate to the supervision of children with SEN.

- Ensure your transport provider, during your child's journey, is contactable by mobile telephone or radio link should emergencies arise - this should be done by first calling the PTU helpline on **0116 265 8777**.
- Ensure the escort is seated in as practicable a position as possible in the vehicle so as to be able to readily care for your child's needs.
- Try and keep journeys to school and home again as short as possible.
- Ensure your child is not left unattended at any time.
- Provide safe and secure seating, with specialist seats or restraints where necessary. Provide safe transit of your child's luggage, any portable specialist equipment, and messages between home and school as required.
- Ensure each of the vehicles we use:
 - is kept suitably licensed, roadworthy and fit for the intended purpose
 - provides a smoke free environment during your child's journey
 - is kept in a clean and tidy condition.
- Conduct frequent random checks using our own monitoring officers to ensure the above standards are met by all providers.

The County Council will:

- Tell you as soon as possible about any issues which might affect your child's transport, for instance, a change of operator. Sometimes this may have to be at short notice e.g. service breakdowns, driver illness.
- Provide a helpline number during normal office hours, and a message service at all other times (**0116 265 8777**).
- Do our best to provide a full response to any enquiry or concerns you may have as quickly as possible.