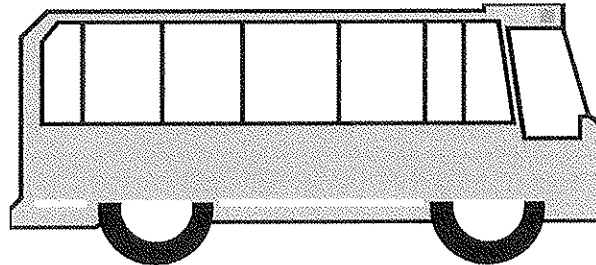


**CODE OF PRACTICE  
FOR THE  
TRANSPORTATION OF CHILDREN  
WITH SPECIAL  
EDUCATIONAL NEEDS  
AND  
ADULT SOCIAL CARE SERVICE USERS**



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Integrated Transport Team  
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# CONTRACTORS

1. Contractors must ensure that drivers are appropriately licensed and that drivers and escorts are cleared through both Children's Services/Adult & Local Services and Criminal Records Bureau (CRB) when transporting children and/or vulnerable adults. Contractors must ensure that sufficient detail of all drivers and escorts transporting children and/or vulnerable adults is passed to the Integrated Transport Team so as to ensure that a confidential search to the Children's Services/Adult Social Care database can be made. Should the Integrated Transport Manager, following consultation, deem that a driver or escort is not suitable to be employed in the transportation of children and/or vulnerable adults; the Contractor shall comply with this requirement.

Drivers and escorts shall be advised that such a search is being undertaken but that the Contractor will not be advised of the content of any record. In the event of the Contractor being asked not to employ a driver/escort, in the transportation of children and/or vulnerable adults, the driver/escort shall be advised that he/she has the right to discuss any information held direct with Highways & Transportation in accordance with the relevant legislation and guidance on access to records.

Every three years drivers and escorts will be required to go back through the clearance process (a re-check), following which new identity badges will be issued displaying expiry dates.

Contractors must ensure that they have appropriate insurance cover for all passengers – regardless of their medical condition.

2. Passengers shall be transported from door to door, unless alternative arrangements have been agreed with the client representative. The escort at the home/school/establishment should pass over each passenger to a responsible person; this should be at the vehicle itself but if agreed between both parties, at the entrance the building. **Under no circumstances should a passenger be left unaccompanied on the vehicle.** Passengers will not be expected to alight on the opposite side of the road to their destination unless such arrangements have been specified and agreed with the client representative or with the appropriate parent/guardian.
3. Passengers should not be transferred from one vehicle to another en route except where such an arrangement has been specified and agreed with the client representative, or in the event of a breakdown or other emergency. If any passenger transfers to another vehicle en route, then the vehicles should meet on the same side of the road so that the passenger can transfer without crossing the road. No passenger will be

left standing en route, unsupervised, whilst waiting for another vehicle to arrive.

4. The Contractor shall ensure that passengers are taken directly to the intended destination (home/school/establishment). Under no circumstances must the Contractor deviate from the specified service or undertake other work, specifically the transportation of other people including driver/escort family members, whilst engaged upon a Cumbria County Council contract unless, in domestic emergencies, with the permission of the client representative or Headteacher.
5. The Contractor shall ensure that Special Needs/Adult Social Care passengers **do not** travel on the front passenger seat of minibuses or similar vehicles, unless all other seats in the vehicle are occupied.
6. Contractors are responsible for the security of any special equipment (seats, harnesses etc.) provided by the Local Authority/Adult & Local Services for use on vehicles, and for the return of such equipment at the end of the contract period. Where equipment is replaced or renewed, the Contractor shall ensure that surplus equipment is returned to the Integrated Transport Safety Officer.
7. Child door safety locks should not be used unless specifically requested by the client representative or under circumstances where the Contractor/driver has reason to believe that without the locks being activated, a child/children/vulnerable adults may be in danger.
8. The Contractor shall ensure that all escorts are trained to an appropriate standard as specified by the client representative. This should be achieved within 3 months of the Contract start date - or the next available training course. Training is arranged by contacting the Integrated Transport Safety Officer.
9. Wherever possible, the Contractor should assign regular staff (i.e. drivers and escorts) to specific routes in order to avoid undue distress to passengers.

Contractors will be required to give the names of escorts to the client representative/head teacher via the Loading Sheet.

10. Should a passenger require urgent medical assistance, the passenger concerned should be made as comfortable as possible. The driver should take the passenger to the nearest point where help will be available. This could be either back to the school/establishment, to the passenger's home base or to the nearest available Medical Centre (whichever is the closest). If necessary, the other passengers should remain on board until the sick passenger is delivered to an appropriate responsible person. If the other passengers are delayed because of the emergency, contact should be

made with the home base/school/establishment as soon as possible with an explanation of the reason for the delay.

11. During winter months, when the weather may be particularly bad and roads hazardous, contractors should, following an assessment of the risks involved, decide whether or not to operate their vehicle(s). Any decision should be made with the safety of passengers in mind.

Contractors must alert the Integrated Transport Team as soon as possible of a decision not to operate. The establishment or school must be informed of the decision.

Emergency 24-hour numbers are available (see end of booklet) for this purpose and should be used to contact the Integrated Transport Team out of school hours and Children's Services.

12. The Contractor shall report any problems with the provision of the specified service, (passenger behaviour, medical difficulties, or routing/operational reasons, e.g. access problems, seating, harnessing etc.), as soon as is practicable, to the Integrated Transport Team/Integrated Transport Safety Officer and/or Head teacher/Unit Manager as the circumstances require.
13. In the event of vehicle breakdown/hazardous weather conditions, all reasonable precautions should be taken to ensure the well being of passengers. Under no circumstances must the passengers be left alone and, where possible, they should remain in the vehicle. If it is deemed unsafe to do so, then they should be escorted to a place of safety. The driver should alert the Integrated Transport Manager or other client representative **immediately** of any such occurrence.

The utmost care should be taken to minimise distress/discomfort in the event of a breakdown.

14. The requirements of the Service Level Agreement must be strictly adhered to.

**It is strongly recommended that a supply of blankets, or similar, be carried on the vehicle and used if necessary.**

## **ADULT SOCIAL CARE SPECIFIC**

1. There is the potential for any member of the community to be considered at risk of infectious diseases such as Hepatitis.

You should consider having a procedure in place that advises your employees how to minimize the risk of cross infection.

2. The contractor shall ensure that, where the need for an escort is specified, they shall be provided at all times whilst the specific passenger(s) is being transported, as agreed with the client representative.
3. 'Out of Hours' Emergency telephone number for **Adult Social Care ONLY**: 01228 526690.

## **SEND SPECIFIC**

1. Where escorts have been given specific training in the administration of medication for individual passengers, and where the passenger cannot be transported to a responsible person within the time specified, the escort should follow that training.
2. Where appropriate information provided by the Integrated Transport Safety Officer on the individual passenger being transported should accompany the sick passenger to the Medical Centre (in the pocket that will be provided).
3. The Contractor shall ensure that an escort is provided at all times whilst Special Needs passengers are being transported as agreed with the client representative.
4. 'Out of Hours' Emergency telephone number for **Home-to-School ONLY**: 07699 113300 (ask for pager no. 786440).

## **CHILDREN'S SERVICES AND ADULT SOCIAL CARE**

A mobile telephone is manned from 8.00am in the Integrated Transport Team office. This should be used for emergency situations only, such as an accident. Tel. 07966 111835.

All other enquiries should be made after 8.45am using the normal telephone numbers listed at the end of this document.

## THE VEHICLE

1. All vehicles will meet the requirements contained in the Terms and Conditions of the Contract.
2. The Contractor shall ensure that all vehicles used in the performance of the service are licensed in all respects, insured, equipped, and maintained in a thoroughly safe and roadworthy condition in accordance with current Department of Transport Regulations, manufacturer's recommendations and the requirements of the Cumbria County Council.
3. The Contractor shall provide, upon request by the client, information on the types of vehicles to be operated on the Contract.
4. When the Contractor considers it necessary to replace or temporarily substitute a vehicle due to service requirements, renewal etc., he shall ensure that the replacement vehicle is of an equivalent (or better) standard insofar as age, size, quality, and accessibility are concerned.
5. The vehicle(s) used will be kept clean to a high standard inside and out. They shall be comfortable, properly heated and ventilated – vehicles must have the capacity to maintain a reasonable internal temperature consistent with the needs of passengers.
6. All vehicles will be fitted with a communication system capable of being used to summon help in an emergency e.g. mobile phone/radio system.
7. All Hackney Carriage vehicles, Private Hire vehicles, and private cars operated under the PSV licence, used in the performance of the Contract must be fitted with rear seatbelts on all seats. In vehicles with 16 passenger seats, or fewer, the driver is responsible for ensuring that rear seat belts are worn by passengers, (aged 14 years or under), in accordance with the Cumbria County Council's policy and the Motor Vehicles (Wearing of Seatbelts by Children in Rear Seats) Regulations 1989.
8. The Contractor shall fit safely and securely, in accordance with the manufacturer's instructions and Motor Vehicle Regulations, any child seats, harnesses, wheelchair clamps/straps, or other specialised equipment as specified by the Integrated Transport Safety Officer or other client representative. These items may be supplied on loan by the Local Authority/Adult & Local Services for the duration of the Contract and shall be returned in good condition either on demand by the Integrated Transport Safety Officer or upon expiry of the Contract. Contractors providing their own seats/harnesses should ensure their suitability,

arrange for their correct fitting and obtain the approval of the Integrated Transport Safety Officer.

9. All vehicles transporting passengers in wheelchairs/buggies shall be fitted with the appropriate tracking system, clamps/straps, and harnesses. **The clamps/straps and harness will be utilised at all times. Under no circumstances must the fixing system be altered in any way other than on the direction of the Integrated Transport Safety Officer.**
10. Wheelchairs, buggies etc. not in use must be securely fastened down within the vehicle. All equipment not in use must be contained in a securely fixed container with a lid.
11. All vehicles transporting passengers in wheelchairs shall be fitted with a mechanical tail lift (which should be capable of lifting the both the weight of the wheelchair and passenger) **or** gradient ramps (which should not exceed 1 in 12). Under Lifting Operations and Lifting Equipment Regulations 1998, tail lifts must be tested and certificated, by a competent person, every six months and must always fail safely.
12. All vehicles shall be fitted with a First Aid kit and a Fire Extinguisher (2 Fire Extinguishers must be provided where wheelchairs are being carried). These shall be fitted in an easily accessible position in accordance with The Road Vehicles (Construction and Use) Regulations 1996 and BS 5423; drivers should be trained in their use. The contents of both the First Aid kit and the extinguisher(s) are to be checked at appropriate intervals and replenished as necessary. The location of the equipment should be clearly signed, and be accessible without the need for keys.
13. All vehicles operated with a capacity in excess of eight passenger seats will have a bottom step a maximum of 250mm above the ground, at the rear of the vehicle and to the main exits.
14. The roof height of vehicles should be such as to enable escorts to stand upright when manoeuvring passengers to and from seats and wheelchairs (1.8m minimum).
15. All doors will be unlocked whilst travelling – unless it has been agreed between the client and the School/Establishment that they should be locked to meet the specific needs of an individual.
16. All seats will be forward facing and will be fitted with appropriate seatbelts (minimum lap belt) in accordance with The Road Vehicles (Construction and Use) (Amendment) Regulations 1996. Wheelchairs will never be transported sideways.
17. Wheelchairs should be fitted into the vehicle in such a way so that it remains possible for able-bodied passengers to obtain access from every

passenger seat to at least 2 exit doors, one of which is on the near-side and the other is on the off-side or rear face of the vehicle.

18. In accordance with the Road Vehicles Lighting (Amendment) Regulations 1994 distinctive yellow and black school signs are required to be displayed to the front and rear of all vehicles with eight seats or more. These signs are to be plainly visible to other road users and must be placed where they do not obstruct the driver's visibility.

# DRIVERS

1. All drivers must hold a valid licence appropriate to the vehicle being driven.
2. The Police and the Children's Services/Adult & Local Services Departments must successfully clear all drivers involved in the transportation of children/vulnerable adults. **The Integrated Transport Safety Officer must approve the clearances prior to a driver being given work on a Cumbria County Council contract.** The Protocol produced by Legal Services must be adhered to.
3. Drivers must wear a Cumbria County Council approved personal identification badge with a photograph. Authorised County Council personnel will monitor this requirement from time to time.
4. The driver is in overall charge of the vehicle and its operation and is responsible for ensuring that the vehicle is driven in a safe and secure manner.
5. The escort/driver must ensure that he/she introduces themselves to the parents/guardians at the first available opportunity following the appointment to a specific route (if appropriate).
6. The driver will comply at all times with current Road Traffic legislation.
7. It is the ultimate responsibility of the driver to ensure that all doors are closed and all passengers are seated safely and securely fastened, as appropriate, before the vehicle moves off. Regard should be taken of the Medical Devices Directorate Report – Safety Guidelines for transporting children in special seats, MDD/92/07.
8. The driver will ensure that the escort fully performs his/her duties in accordance with this Code of Practice. The escort and driver should work as a team with the escort being responsible for the control and supervision of the passengers.
9. Assistance should be given to passengers when boarding and alighting the vehicle as required.
10. Assistance should be given to the escort, when required, in carrying out his/her duties including use of the tail lift, securing doors etc.
11. Vehicle doors should not normally be locked. There may be limited occasions when it is necessary to activate a child safety lock. These situations will, however, be the exception to the general rule. Either the

Integrated Transport Team or the School/Adult & Local Services staff will advise drivers of such situations.

12. Passengers in wheelchairs should be correctly secured in the vehicle, in accordance with the 'Code of Practice on the Safety of Passengers in Wheelchairs on Buses' (Community Transport Publication VSE 87/1).
13. The driver should ensure that all passenger luggage and equipment is safely secured.
14. No smoking shall take place on or around the vehicle whilst the passengers are on board or during the 20 minutes prior to the passengers boarding.
15. The driver should approach each stop slowly and with care and ensure that doors are kept closed until the vehicle has been brought to a complete standstill. Hazard warning flashers should be used when the vehicle is loading and unloading.
16. Before moving off, drivers should ensure that doors are properly closed and that no coats, bags or other obstructions, are caught in the mechanism of the door (inside or outside).
17. Before moving off, drivers should check mirrors in case latecomers attempt to board. Particular attention should be paid to the nearside mirror.
18. When reversing, drivers should ensure that everyone is well clear of the vehicle.
19. A courteous and professional relationship with passengers and escorts must be maintained. Inappropriate conversation topics and language must be avoided at all times.
20. Drivers must make absolutely sure that all disembarked passengers are well clear of the vehicle before moving off and that no one is dashing back for property left behind. Passengers must be discouraged from crossing in front of or behind the vehicle.
21. No unauthorised passengers or animals are to be transported.
22. Passengers must not be left unattended in the vehicle at any time except where assistance is being given to a passenger when boarding or alighting the vehicle. The driver must not at any time leave the vehicle completely unattended with passengers on board. If a driver has cause to leave his vehicle with the escort in charge, the ignition keys must be removed.

23. The driver should be available to attend any relevant training that would help in their understanding and management of children with special needs and/or vulnerable adults (e.g. first aid, lifting and handling etc.).
24. Should a passenger require urgent medical assistance, the passenger concerned should be made as comfortable as possible and the driver should then take the passenger to the nearest point where help will be available. This could be either back to the school/day centre/establishment/the passenger's home base or to the nearest available Medical Centre (whichever is closest). If necessary, the other passengers should remain on board until the sick passenger is delivered to an appropriate responsible person. If other passengers are delayed because of the emergency, contact should be made with the home base/Integrated Transport Team/school or Day Centre as soon as possible with an explanation of the reason for the delay.
25. In the event of an accident or breakdown, the driver should ensure, so far as possible, that immediate help is summoned (using the vehicle communication system) and that the passengers are not left unattended. The school/Adult Social Care staff or, in default, the Integrated Transport Team should be made aware of the circumstances at the earliest opportunity so as to ensure the safe and expeditious completion of the journey. 24-hour emergency numbers exist for out-of-hours use. (See end of booklet for details). Under **NO** circumstances should emergency details be left on an answer phone.
26. Should it come to the notice of a driver that a child or vulnerable adult in their care might be at risk of some form of harm, due to any person or circumstance (including self-harm), the driver shall report this information direct to the Integrated Transport Team who shall notify the Adult & Local Services Department/Integrated Transport Safety Officer immediately.
27. When collecting service users at Day Centres, the service user must be referred to by name – not their address.

**N.B. Any information given to a driver about a pupil/service user in their care must be treated as confidential and any breach of confidentiality may result in the driver being excluded from the transport of children/vulnerable adults on Cumbria County Council contracts.**

## SEND SPECIFIC

1. Sweets/biscuits or other food should **never** be given to children during the journey.
2. Drivers must never try to deal with a misbehaving child whilst the vehicle is moving. Where the driver needs to intervene, he/she should stop the vehicle, deal with the problem and then drive on. Children should be dropped off at the usual point. The misbehaviour should be reported to the Headteacher at the earliest opportunity. **Never evict an unruly child.**
3. Where a vehicle has no escort and a child absconds, the driver must inform the school, the Integrated Transport Team, and the Police immediately.
4. If a parent or guardian is not at home when the driver delivers a passenger, the passenger should be returned to the vehicle. The driver should wait 5 minutes. If the parent has not returned, the vehicle should continue on its route. A note **must** be left for the parent/guardian and should explain what has been done. The driver should return at the end of the journey with the passenger and, in extreme circumstances, wait for up to 30 minutes. If the parent/guardian has still not returned, the child should be either returned to school (after first checking that staff are still present) or, the driver should telephone the Integrated Transport Team for advice. The passenger should never accompany the driver/escort home.
5. In some circumstances, the driver may be asked to take the passenger to the local Police Station where contact can be established with either the parent/guardian or a care agency e.g. Children's Services/Adult & Local Services.
6. If the parent/guardian is late on a regular basis, the school staff should be informed.

## ESCORTS

1. The driver is in overall charge of the vehicle and its operation and is responsible for ensuring that the vehicle is driven in a safe and secure manner.
2. The escort should be mature (recommended age 21-64) and be of good character and medically fit.
3. All escorts involved in the transportation of children/vulnerable adults must be successfully cleared by the Police and the Children's Services/Adult & Local Services Departments. **The Integrated Transport Safety Officer must approve the clearances prior to an escort being given work on a Cumbria County Council contract.** The Protocol produced by Legal Services must be adhered to.
4. Escorts must wear a Cumbria County Council approved personal identification badge with a photograph. Authorised County Council personnel will monitor this requirement from time to time.
7. The escort/driver must ensure that he/she introduces themselves to the parents/guardians at the first available opportunity following the appointment to a specific route (if appropriate).
8. Upon arrival at the passengers' home or the educational establishment/day centre, the escort should assist the passenger to alight the vehicle before handing him/her to the nominated responsible adult. Parents/school/centre staff are expected to meet the passengers at the vehicle.
9. The escort is responsible for the direct supervision of the children/service users and must remain on, or within, the immediate vicinity of the vehicle at all times, whilst passengers are on board.
10. Escorts must ensure that all passengers are correctly seated and fastened appropriately into their seatbelt, harness and in the case of wheelchairs, they are correctly clamped/strapped etc. All wheelchair passengers must also be fastened into an appropriate harness.
11. All escorts will be required to attend any relevant training which would help in their understanding and management of children with special needs/vulnerable adults and in carrying out their duties (e.g. first aid, lifting and handling, administration of medication etc.). This should be achieved within 3 months of the Contract start date, or by soonest available training course.

12. Escorts should sit, if possible, to the rear of the vehicle in such a position that they have a good view of, and immediate access to, all the passengers.
13. Every passenger on a vehicle must have his or her own seat with a minimum lap belt or appropriate restraint allocated specifically to the passenger.
14. Escorts provide an important link between home and school/establishment and should note the time, place and details of any medical or serious incident and ensure that it is recorded in school/establishment on the day of the occurrence or, if the incident occurs on the homeward journey, on the following day.
15. At the end of the journey, on no account should a passenger be left either alone or with an unauthorised person.
16. Escorts should ensure the safe transit of passengers' luggage, special equipment and monies (if required), and convey messages between school/day centre and home or vice versa. When dealing with money, escorts should insist on the use of a sealed envelope or similar. In exceptional circumstances, parents/guardians should be asked to sign a book/record, which states the exact amount of money that has been handed to the escort.
17. If a passenger absconds whilst under the care of an escort and/or driver, the escort must inform the school, the Integrated Transport Team and the Police immediately.
18. Should it come to the notice of an escort that a child/vulnerable adult in their care might be at risk of some form of harm, due to any person or circumstance (including self-harm), the escort shall report this information direct to the Integrated Transport Team who shall notify the relevant authorities immediately.
19. Escorts represent Cumbria County Council when dealing with parents/guardians and school/day centre staff, therefore must ensure that a courteous and professional manner is maintained at all times, even if others do not extend them the same courtesy.

**N.B. Any information given to an escort about a pupil/service user in their care must be treated as confidential and any breach of confidentiality may result in an escort being excluded from the transport of children and/or vulnerable adults on Cumbria County Council contracts.**

## **ADULT SOCIAL CARE SPECIFIC**

1. Incidents of Violence (verbal or physical) should be reported to the Day Centre Manager and Integrated Transport Team. The appropriate reporting procedures must be activated.

## **SEND SPECIFIC**

1. Should any pupil/student suffer an accident whilst on school transport, it will be the responsibility of the escort to ensure that the Headteacher is informed. If the incident occurs on the homeward journey, the parent/guardian should be informed and the Headteacher notified the following day. The contractor must also inform the Integrated Transport Team.
2. Where pupils transport medication for use, the escort should ensure that it is stored safely in the front of the vehicle for the duration of the journey and handed to school staff/parents on arrival at school/home.
3. Escorts should report any cases of misbehaviour by pupils to the Headteacher. On homeward journeys, the parent/guardian should be informed and the Headteacher notified the following day.
4. Incidents of violence (verbal or physical) should be reported to the Headteacher as soon as possible. Such incidents should also be recorded in the child's notes on the vehicle (where appropriate).
5. Except in an emergency, no pupils should travel in the escort's arms or lap when the vehicle is moving.
6. Pupils must never travel in the front of a vehicle unless there are no other available seats. Under no circumstances should pupils travel in sideways facing seats.
7. If a child can walk unaided, or with assistance to and from the vehicle, they should be encouraged to do so. In accordance with the Manual Handling Operations Regulations 1992, no unnecessary lifting or handling of the child should take place.
8. Sweets/biscuits or other food should **never** be given to children during the journey.

## SCHOOL STAFF

1. In the case of special needs passengers, school staff will be expected to pass on any appropriate information to the escort/driver that will help him/her to better carry out his/her duties and responsibilities. This information could include medical and/or behavioural issues.
2. Any messages received from the parent during the day concerning transport arrangements, absences, and changes in collection at home etc. should always be passed on to the escort.
3. Should a transport vehicle fail to arrive, staff should contact the Contractor, in the first instance. The Integrated Transport Team should be contacted if the Contractor's response is not acceptable or if there are regular minor problems with the transport provision.
4. School staff will be expected to take passengers to and from the vehicle. The duty to actually get the children on and off the vehicle rests with the escort and driver.
5. Arrangements should allow vehicles to collect and set down passengers as close to school as possible whilst taking account of health and safety issues within the school grounds.
6. School staff should ensure that, if possible, children have visited the toilet before boarding vehicles.
7. Where problems are identified with seating, harnesses, or other transport issues, which cannot be resolved locally, staff should contact the Integrated Transport Safety Officer.
8. School staff are responsible for ensuring that parents are made aware of any breakdowns or accidents, significant changes in transport times in emergencies, absconding pupils from transport etc.
9. School staff are responsible for ensuring that the Integrated Transport Team are informed of any changes of address of pupils or other changed circumstances (for example a child leaving school) which affect the home-to-school transport arrangements. **It is important that the Integrated Transport Team are informed of any changes as early as possible.**
10. School staff are responsible for making ad hoc transport arrangements for respite care where these do not form a regular pattern.
11. Should staff have concerns about the manner in which a child is being transported e.g. inappropriate fixings and fittings for wheelchairs,

harnesses etc. they should contact the Integrated Transport Safety Officer in the first instance.

12. Where accidents are reported which directly involve the passengers on the vehicle, the Local Authority reporting procedures should be implemented.
13. If there are persistent problems with any vehicle i.e. early/late arrivals, safety concerns, please contact the Integrated Transport Team

## **PARENTS/GUARDIANS (SEND)**

1. Parents/guardians may wish to consider informing drivers/escorts if their child has a medical condition that may require emergency treatment.
2. Parents/guardians must advise the escort wherever possible of any absences or alternative arrangements for transport that have been agreed with the school e.g. arrangements for respite care.
3. Parents/guardians should also advise the escort if there are any particular difficulties with their child on a particular day.
4. Should parents or guardians have any cause for concern about the driver, escort, vehicle, seats, harnesses etc. they should contact the Integrated Transport Safety Officer.
5. Parents/guardians must treat escorts and drivers with respect.
6. Parents/guardians must inform the school, in writing, of a change of address to allow time for necessary arrangements to be made.
7. Parents/guardians must take responsibility for their child outside the confines of the vehicle.
8. Please note that pupils are not permitted to eat and/or drink whilst travelling on home to school transport.
9. If your child displays persistent behavioural problems which pose a health and safety risk, it may be necessary to suspend transport to discuss future arrangements. In such instances it will be your responsibility to ensure your child's attendance in school.

### **Transport to School**

10. Parents/guardians should make sure that their child has visited the toilet before he/she boards the vehicle.
11. If the child wears a harness other than that fitted in the vehicle, parents/guardians must make sure he/she is wearing it correctly before the vehicle arrives.
12. Parents/guardians must take their child to the normal stopping place at the agreed time. If they do not, the driver will wait for 5 minutes only.

13. It is the responsibility of the escort/driver to get the children onto and off the vehicle. The parent/guardian is responsible for ensuring that the child gets to and from the vehicle at the home base.

### **Transport from School**

14. Parents/guardians must meet their child(ren) at the normal stopping place at the agreed time.
15. If parents/guardians will not be home when a child is due to return from school, they must write the escort a note in the morning telling him/her who will meet the child that afternoon. **This information should also be confirmed with the school.** If a child is to be returned to a place other than the normal stopping place, then parents/guardians will be responsible for making the alternative transport arrangements. In the circumstances, both the escort and the school must be notified, in writing in the morning, that the usual transport will not be required home from school that afternoon. Parents/guardians should also provide details of the arrangements that have been made.
16. If, for unavoidable reasons, the parent/guardian is not at home when their child arrives, the driver will wait 5 minutes only and will then leave a note and continue on his journey with the other children. If, when he returns, the parent/guardian is still not at home, the driver has been advised to either return the child to school, or if the school staff are unavailable, to the local Police Station. Under these circumstances, parents/guardians will be responsible for collecting their child. Drivers/escorts have been instructed not to take children home with them.

### **Communications between home and school**

17. Any messages to school staff should be written – not verbal.
18. Children's possessions should be contained in a named bag wherever possible.
19. Money should be sent in a **sealed** envelope with the child's name and the amount contained clearly marked on the outside. In exceptional circumstances, e.g. if no envelopes are available, the parent/guardian will be asked to sign a book or similar stating the amount of money that is being handed to the escort.
20. Parents/guardians should ensure that any medication needed by their child at school is given to the escort together with any written instructions for the Headteacher.
21. If a child is not returning home e.g. is being transported to respite care or to an alternative address, the parents will be responsible for ensuring that any medication required for the duration of the stay is provided to the

care facility. The school staff will not be responsible for the forward transmission of medication in these circumstances.

### **Emergency Procedures**

22. Should a passenger require urgent medical assistance whilst being transported, the passenger concerned will be made as comfortable as possible, and the driver will take the passenger to the nearest point where help will be available. This could be either back to the school, to the home base or to the nearest available Medical Centre (whichever is closest). If necessary, the other passengers will remain on board until the sick passenger is delivered to an appropriate responsible person. If other passengers are delayed because of the emergency, contact will be made with the home base as soon as possible with an explanation of the reason for the delay.

In some circumstances, the escorts have been trained to administer certain medication. However, this will not take place unless the parent/guardian has given his/her permission and only then if a child cannot be transported to any of the above options within the time limits specified for that individual child.

23. Parents will be advised by the escort/school staff of any medical or serious incident that involves their child on the bus, on the day that the incident occurs.

**N.B. The escort is required to stay on, or within the close vicinity of, the vehicle at all times whilst passengers are on board, and should not leave the vehicle except in an emergency.**

## **CARER'S/GUARDIANS**

1. Carer's/guardians may wish to consider informing drivers/escorts if their charge has a medical condition that may require emergency treatment.
2. Carer's/guardians must advise the escort wherever possible of any absences or alternative arrangements for transport that have been agreed with the day centre i.e. arrangements for respite care.
3. Carer's/guardians should advise the escort if there are any particular difficulties with their charge on any particular day.
4. Should carer's/guardians have any concern about the driver, escort, vehicle, seats, harnesses etc. they must contact the Integrated Transport Team.
5. Carer's/guardians must treat escorts and drivers with respect.
6. Carer's/guardians must inform the day centre, in writing, of a change of address to allow time for necessary arrangements to be made.
7. Carer's/guardians must take responsibility for their charge outside the confines of the vehicle.
8. Persistent behaviour problems that pose a health and safety risk may result in the individual being suspended from transport until a resolution can be found.

### **Transport to Day Centre**

9. If appropriate, carer's/guardians must ensure their charge has visited the toilet before he/she boards the vehicle.
10. It is the responsibility of the escort/driver to get the individual onto and off the vehicle. The carer/guardian is responsible for ensuring that their charge gets to and from the vehicle at home base.

## CONTACT NUMBERS

### Special Needs Area Offices

- Carlisle Area Office (01228) 226844
- Barrow Area Office (incl. Kendal) (01229) 407429
- Whitehaven Area Office (01946) 506244

### Integrated Transport Officer

- All safety-related enquiries (01228) 226007

### Integrated Transport Team

- Special Needs Transport - North (01228) 226723
- Special Needs Transport - South (01228) 226607

### Adult & Local Services – Locality Contacts

- Adult & Local Services – Barrow (01229) 407445
- Adult & Local Services – Carlisle (01228) 226139
- Adult & Local Services – Allerdale (01900) 706310
- Adult & Local Services – Copeland (01946) 506328
- Adult & Local Services – Eden (01768) 812133
- Adult & Local Services – Kendal (01539) 713355

### HOME TO SCHOOL TRANSPORT

07699 113300

### EMERGENCY OUT-OF-HOURS TELEPHONE

#### **For emergency situations only**

Quote pager 786440  
Please leave your  
telephone number so  
we can contact you  
direct

### ADULT & LOCAL SERVICES TRANSPORT

### EMERGENCY OUT-OF-HOURS TELEPHONE

#### **For emergency situations only**

(01228) 526690

### INTEGRATED TRANSPORT TEAM MOBILE TELEPHONE

07966 111835

AVAILABLE FROM 8.00am – 8.45am

#### **For emergency situations only**