

Passenger assistants'/Drivers' responsibilities

- The majority of SEND transport will have a passenger assistant provided. This may be for the route or for an individual child. Passenger assistants are required to attend a designated training course.
- The driver is in overall charge of the vehicle and the passenger assistant's responsibility is to assist passengers into and out of the vehicle and during the journey.
- The passenger assistant 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. Drivers and/or Passenger assistants are not allowed to enter your home.
- If, for unavoidable reasons, a parent/guardian is not at home when the child arrives, drivers will wait for 5 minutes and then leave a note, contact the Home to School Transport Team and continue on their journey. If, on return, the parent/guardian is still not at home, the driver will either return the child to school or if school staff are unavailable, to the local Police Station. Under these circumstances, parents/guardians will be responsible for collecting their child. Drivers/passenger assistants will not take children home with them under any circumstances.

Emergency Procedures

- Where a child requires urgent medical assistance, the passenger assistant /driver will seek guidance from medical professionals by dialling 999 and/or diverting to the nearest medical facility where help is available. The Home to School Transport Team needs to be informed of the emergency arrangements by the operator.
- Other passengers will remain on board until the ill passenger is delivered to the appropriate person.
- If other passengers are delayed because of the emergency, contact will be made by the Commissioning Transport Team with all parties concerned to explain the reason for the delay.
- Parents will be advised by the Home to School Transport Team of any medical or serious incident that involved their child's transport, on the day the incident occurs, verbally and later in writing.

The Home to School Transport Team can be contacted on: **01228 226427**

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone 01228 226427

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 226427 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 01228 226427

Jeigu norétumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 226427

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 226427

Se quiser aceder a esta informação na sua língua, telefone para o 01228 226427

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 226427 numaralı telefonu arayınız



Home to School Transport

Special Educational Needs
and Disabilities (SEND)

Guidance for Parents and Guardians

Find out more at cumberland.gov.uk

Introduction

- Home to School transport for children with Special Educational Needs and Disabilities is provided by Cumberland Council's Home to School Transport Team. Transport entitlement is identified by Children's Services Assessment Officers.
- Your child's transport is carried out by contracted transport operators. This may be by minibus or smaller vehicles. However it is likely that your child will travel with other children attending the same school. We will try to provide consistency of drivers and passenger assistants where possible but this cannot always be guaranteed. Your child's transport needs will be reviewed on a regular basis which may result in changes to existing transport.
- Once transport has been arranged you will be notified of the collection time and details of the operator. You will also be provided with a copy of your child's transport risk assessment. You may also wish to inform drivers/passenger assistants of any other concerns to be taken into account on the journey.
- The school and the Home to School Transport Team must be informed in writing, preferably by email, of any change you require such as change of address to allow sufficient time for any changes to be agreed and made.
- Cumberland Council expects parents/guardians to treat passenger assistants and drivers with courtesy and respect. The operator and their employees are also expected to maintain the required standards of courtesy and respect at all times.
- **Should you have any cause for concern about the driver, passenger assistant, vehicle, seats, harnesses etc. please contact the Home to School Transport Team immediately on: 01228 226427 or by email on SEND.transport@cumbria.gov.uk**

Parents/Guardians responsibilities

- **It is your responsibility to bring your child to and from the vehicle at the home base and ensure they are ready at the agreed time. It is your responsibility to fasten your child's seatbelt. Where this is not possible and the driver/passenger assistant is required to do so, this will be clearly documented with your child's risk assessment. You are also responsible for your child outside the confines of the vehicle. The driver is required to wait for 5 minutes only, when collecting or dropping off your child.**
- Please ensure your child has visited the toilet before they board the vehicle. If your child wears a harness other than that fitted in the vehicle, please make sure they are wearing it correctly before the vehicle arrives. Pupils are not permitted to eat or drink in the vehicle.
- 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 is your responsibility to ensure your child's attendance at school.
- If you wish your child to be returned to a place other than the normal stopping place, it is your responsibility to make alternative transport arrangements. The Home to School Transport Team and the school **MUST** be notified, 48 hours before, that the usual transport will not be required. Parents/guardians should also provide details of the alternative arrangements, preferably by email.
- Any information for school staff should be communicated to the school directly. Your child's possessions should be contained in a named bag.

- Money for school trips must be sent in a sealed envelope with the child's name and the amount contained clearly marked on the outside. In very exceptional circumstances, e.g. if no envelopes are available, you will be asked to sign a book or similar stating the amount of money being handed to the passenger assistant or driver.
- **Please ensure any medication needed by your child is given to the passenger assistant in a tamper proof bag together with any written instructions for the Headteacher.**
- If a child is not returning home e.g. is going to respite care or an alternative address, you are responsible for ensuring that any medication required is provided to the care facility. School staff will not be responsible for forward transmission of medication in these circumstances.

