

Special Educational Needs (SEN) Home to School Transport

Parent and Carer's handbook



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Who is eligible for Special Educational Needs (SEN) Home to School Transport?	<p>Whilst parents have ultimate responsibility to ensure that their children attend school, we have a statutory duty to assist with travel arrangements to support them where children and young people aged 5 to 16 have:</p> <ul style="list-style-type: none">• a Special Educational Need (SEN) Statement or an EHC Plan, a disability or mobility problem (including temporary conditions) if this means that they could not reasonably be expected to walk to school• a medical condition that may be short or longer term, but which makes it difficult for parents to discharge their duties without support. <p>We also provide discretionary travel support for:</p> <ul style="list-style-type: none">• pupils attending Newcastle Bridges School at Kenton College• children under 5 with special educational needs or disabilities travelling to nurseries or primary schools.• young people over the age of 16 with special educational needs accessing further education <p>The support could be provided in one of the following ways:</p> <ul style="list-style-type: none">• Personal Travel Budget (PTB)• A travel permit for public transport• Transport to and from school in a mini-bus, people carrier or taxi. All vehicles will have the necessary adaptations for the specific needs of the child.
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<p>How do I contact the SEN Transport team?</p>	<p>You can ring SEN Transport on 0191 2774646 between 7.30am and 4.30pm Monday to Friday where a member of the team will be happy to discuss your specific needs. When you ring you will either speak to Sara, Margaret or Katherine. On the rare occasions that they are not available then someone else will pick up the call and take a message. If it's an emergency it will be taken straight to Julie Scotland or to another manager who can deal with the situation</p> <p>The people answering the phone will tell you their name and will take the details of the problem you're having.</p> <p>The team need to understand what is happening and will take details from you in a calm and quiet way to make sure that they can help you.</p> <p>The email address for the team is SENDTransport@newcastle.gov.uk</p>
<p>How will the driver / escort know how to transport my child?</p>	<p>We work closely with schools and with the professional team who work with your child. They give us as much information as they can about the needs of your child. More importantly we need to get information from you. That's why we ask you to complete the emergency contact and medical form to get as much information as possible.</p> <p>The SEN Transport team will make sure that drivers and escorts receive the information about your child and that they are appropriately trained</p>
<p>What type of training do the drivers and escorts have</p>	<p>All drivers have passed the required driving tests and are appropriately licensed. It is desirable that drivers and escorts have knowledge of First Aid and they are asked to participate in any other relevant courses.</p>
<p>How do I know who the driver / escort will be?</p>	<p>Before transport begins the transport provider will contact you to arrange to meet you and your child. If you do not hear from the transport provider you should phone or email the SEN Transport team.</p>

<p>Why is transport sometimes late in picking up/dropping off my child?</p>	<p>Unfortunately this can happen, there are various unavoidable reasons why transport may be delayed including:</p> <ul style="list-style-type: none"> • Traffic conditions / road works • Weather conditions • Breakdowns • Potential delays in pickups if a child becomes ill during transport <p>When SEN Transport are informed of this we will try and let parents/carers know as soon as we can.</p>
<p>Can transport pick up / drop off my child at an address other than the home address?</p>	<p>Transport is provided for home to school only; therefore transport can't pick up / drop off your child at any other address</p>
<p>If my child isn't ready at the agreed pick up time can transport wait?</p>	<p>Transport can only wait for 3 minutes otherwise it will make the transport late for the other children on the vehicle</p>
<p>Can the driver / escort come to the house to collect my child?</p>	<p>It is your responsibility to take and collect your child to and from the vehicle. Drivers and escorts are not required to leave the vehicle and drivers should not sound their horn. If a car seat is required for the child it is the parent's responsibility to fit the car seat in the vehicle.</p>
<p>What happens when transport drops off my child?</p>	<p>Please ensure a responsible adult collects your child from the vehicle on their return home. If no one appears to collect your child after 3 minutes the driver / escort will notify the SEN Transport Team. If this happens on more than one occasion your child may be removed from transport for a period of time</p>

<p>Why wasn't I given notice transport was going to change?</p>	<p>Where possible SEN Transport try to give notice to parents and carers that their child's transport is going to change. We recognise that change will affect pupils on transport. Unfortunately there are occasions where transport has to be changed at very short notice, for example if a driver or escort are ill or the vehicle breaks down which are beyond our control. We do make every effort to inform parents/carers if this happens.</p>
<p>How can parents and carers help keep us informed about your child's needs?</p>	<p>To help keep transport running smoothly, there are a number of ways parents/carers can help us. Please tell SEN Transport:</p> <ul style="list-style-type: none"> • If you have any problems or concerns regarding your child's transport, or with the driver or escort. • If you change your telephone number • If you are planning to move house please give us at least one weeks' notice so that we can make the necessary changes to your child's transport • When your child is unable to attend school for any reason so that we can inform the transport provider. This is especially important if your child has sole transport. • Your child's details and needs by filling in emergency contact form. We need this so we can contact you if required about your child. We will also collect medical details which we will pass to the escort to let them know your child's needs. <p>For those children who are able to, make sure that your child understands the standard of behaviour required whilst on transport.</p>

<p>How does my child's medication get transported?</p>	<p>Escorts are not allowed to give medication on transport however please alert the escort if your child has prescription medication he/she needs to take to school. All medication should be in its prescription container with the child's name and the name of the medicine. All medication should be signed for at the school.</p>
<p>How can parents/carers check that drivers and escorts are authorised to transport children?</p>	<p>All SEN drivers and escorts are issued with a Newcastle City Council ID badge which will include a photo, an expiry date and a DBS number.</p> <p>Occasionally a driver and/or escort may have to be changed at short notice due to sickness, staff leaving etc. We always request that transport providers contact parents, and SEN Transport, as soon as possible to inform them of any changes.</p> <p>It is the parent's responsibility to check ID badges of drivers and/or escorts especially if they have not previously transported their child.</p> <p>If parents have any concerns please contact SEN Transport.</p>
<p>What is a Personal Travel Budget (PTB)?</p>	<p>PTBs enable families to arrange their child's home to school travel arrangements in a way that suits their circumstances. It is paid monthly in advance and is a flexible resource which allows for your child to be able to attend more extra-curricular activities and increase their life skills.</p>

<p>How much will a Personal Travel Budget be? - continued</p>	<p>The PTB is calculated based on the distance between home and school for the days that your child attends school.</p> <p>Travel budget amounts per mile are on a scale according to your child's need, starting at 40p and moving up to 70p and over 70p to cover exceptional need. You are able to claim for 4 journeys per day to and from school which can be used in creative ways such as:-</p> <p>Buy a travel pass for an adult to accompany the child to and from school.</p> <p>Pay for an escort to walk with the child to school.</p> <p>Assist with the cost of driving or cycling with your child to school.</p> <p>Share travel arrangements with other parents.</p> <p>Assist with the cost of childcare arrangements for siblings to allow parents to take their child to school.</p> <p>Please contact SEN Transport on 0191 2774646 between 8.30am – 4.30pm, Monday to Friday where a member of the team will be happy to discuss your specific needs.</p>
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SEN Transport
Room 213
Newcastle City Council
Civic Centre
Barras Bridge
Newcastle upon Tyne
NE1 8QH

Phone 0191 2774646 between 7.30am and 4.30pm

Email SENDTransport@newcastle.gov.uk

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