

# SEND - HOME TO SCHOOL TRANSPORT



**PARENT/CARER**  
INFORMATION



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## 1. INTRODUCTION

Welcome to Sheffield City Council's Special Educational Needs and Disabilities (SEND) home to school transport service. Transport Services are responsible for arranging your child's home to school transport. This may be either a minibus, minibus with a lift (transporter), people carrier or a taxi.

We are responsible for transporting over 1,200 children on a daily basis to their place of education, and the safety of your child is our top priority. To ensure that the service we provide is safe and appropriate for your child please read this booklet carefully.



## 2. GENERAL INFORMATION

- All Drivers and Passenger Assistants are Enhanced DBS checked
- All Council employees and taxi contractor staff receive basic safeguarding and child exploitation awareness training on a regular basis. It must be understood that there is a requirement placed on all staff to report any issues of concern (which maybe only be a suspicion) to their line manager, who may report the matter to the Safeguarding lead for investigation.
- To maintain continuity we try to allocate crews to a specific route for the academic year. This helps young people and their Parents, to build up trust and a good working relationship. However, on occasion there may be a need to change, alter or amend arrangements. Transport will provide reasonable notice of any changes wherever possible.
- Pupil attendance at School remains the legal responsibility of the Parent/Carer.
- If your child becomes ill during the school day it is Parent / Carer's responsibility to collect your child from school.
- Parents and Carers are requested not to challenge Passenger Assistants or Drivers in regards to their duties. Any concerns should be raised in the first instance directly to the Transport office, who may be contacted by telephone on: 0114 203 7570 or Email : [Transportservices@sheffield.gov.uk](mailto:Transportservices@sheffield.gov.uk)
- For safety and understanding, English will be the only spoken language on the vehicles. This is in line with the Code of Practice on the English language requirements for public sector workers Part 7 of the Immigration Act 2016 (November 2016)
- So that we can continue to support your child in the best possible way, it is important that you notify us of any changes as soon as possible. This will include:
  - Changes in phone numbers, landline and mobile
  - Change of address
  - Change in medical or behavioural needs
  - Informing us as soon as possible if your child is not going to school



The Passenger Assistant will then ensure that your child boards the vehicle and is safely seated before leaving.

## 3. BOARDING THE VEHICLE

- When the vehicle arrives, **your child must be escorted to the vehicle by an appropriate adult.** The Passenger Assistant will then ensure that your child boards the vehicle and is safely seated before leaving. If your child does not wish to board, the Passenger Assistant is not allowed to force them onto the vehicle.
- It is your responsibility to look out for the vehicle arriving as Transport crews are not allowed to sound horns or knock on doors to announce their arrival. If you can't clearly see the vehicle arrive please let Transport know and we can make arrangements to notify you via your mobile phone when they are near.

- Transport crews are only able to wait approximately 5 minutes for the passenger to come out to the vehicle. After 5 minutes the vehicle will leave and continue on to the next address. It will then be your responsibility to take your child to the school.
- If your child is unwell they will not be allowed to board the vehicle
- If your child is displaying behaviour harmful to themselves and to others, is in a heightened emotional state or in crisis and therefore unfit to undergo the planned journey, the Driver

and Passenger Assistant are instructed to refuse transport. A limited amount of time will be given for your child to become calm and board the vehicle wherever possible. If your child is unable to be transported the vehicle will leave and continue on its route. It will then be your responsibility to take your child to or pick-up from the school.

- Transport crews will not be expected to carry/ lift passengers, regardless of circumstance, as this may result in personal injury to themselves or the passenger



All passengers must wear seatbelts, and remain seated for the duration of any journey.

## 4. THE JOURNEY

- All passengers must wear seatbelts, and remain seated for the duration of any journey. If passengers take off their seatbelts, the vehicle will stop until the seatbelt is secure.
- **NO food or drink** must be consumed whilst travelling on the vehicle
- Any language that may be considered abusive, inappropriate or unacceptable to the Passenger Assistant, Driver or other passengers will not be tolerated and may result in the suspension of transport.

- The Passenger Assistant, Driver or the Council will not be responsible for the care, storage, damage to or loss of any personal item belonging to your child including such items as iPads, mobile phones, tablets or any other type of device.
- We can carry medication on your child's behalf. If this is the case it must be handed to the Passenger Assistant / Driver at the start of the journey in the prescribed container with the name of your child and the dosage instructions clearly identified. All medicines will be given to school staff on arrival, and at the end of the day will be returned to Parents/Carers

who will be required to sign for their return.

- On the return journey it is expected that a Parent/Carer or approved appropriate adult will be available to come out to the vehicle to receive their child. If no one is at home when the vehicle arrives, the Transport Office will contact you to establish when you will be home. If we are unable to do this, your child will be taken to a place of safety where it will then be your responsibility to collect your child, at your own cost. Information in regard to such incidents may be passed to the Duty Social Worker/ Safeguarding Team.

Please make the crew aware of any medicine that your child may be carrying in their school bag.

## 5. INCIDENTS

Passengers must not behave in such a way that would create a danger themselves or to others during a journey.

Such behaviour may be categorised as follows:

- Bullying or intimidating behaviour
- Damage to the vehicle or its fittings, tampering with vehicle safety equipment and emergency exits
- Verbal or physical abuse of other passengers, Driver or Passenger Assistant
- Failure to follow reasonable instruction or direction from the Passenger Assistant or Driver
- Distracting or standing forward of the Driver
- Use of inappropriate gestures, smoking, spitting, throwing missiles, use of drugs

This list is not exhaustive. If a Passenger Assistant or Driver considers that a passenger has behaved in a manner that is unacceptable to themselves or to other passengers, they will

either complete the journey or return to school, dependent on geographical location at that time (if it is safe to do so).

If your child is returned to school for any reason it is Parental/Carer responsibility to arrange the homeward journey at their own expense.

Verbal abuse or threats of violence towards the Passenger Assistants, the Driver, and any member of the Council or Council contractors by Parents / Carers or passengers will not be tolerated under any circumstances.

Where this behaviour occurs the Council may withdraw the service on a temporary or permanent basis.

Drivers and Passenger Assistants are instructed to report all inappropriate behaviour / incidents to the Transport office.

Following any report, an investigation of the circumstances will be carried out, which may include a meeting with Parents/Carers and the school.

The findings are considered on an individual basis and the following actions may result:

- No further action required
- Verbal warning issued regarding the future conduct of your child
- Written warning regarding the future conduct of your child
- Temporary or possibly permanent suspension of transport provision dependent upon the severity of the incident and the outcomes of any investigation

Where malicious damage is caused to vehicles by passengers,

the Council may seek to recover costs of repair and any other associated costs from Parents or Carers.

If transport provision is suspended, it remains the responsibility of the Parent / Carer to make alternative arrangements to enable continued attendance at school during the period.

Where a Parent or Carer feels that any temporary or permanent transport arrangement for their child is not suitable, they are free to withdraw their child from the service provided and make suitable arrangements at their own cost.



Poor and unsafe weather conditions can sometimes stop us from being able to provide transport.

## 7. WEATHER INFORMATION

Poor and unsafe weather conditions can sometimes stop us from being able to provide transport.

Decisions on whether it is safe to travel are made by senior managers. Please check the latest updates by:

- Listening to BBC Radio Sheffield - they regularly read out lists of school closures and information on buses that are not running.
- Check out the Council website for updated information, plus links to twitter on [www.sheffield.gov.uk](http://www.sheffield.gov.uk).



# CONTACT US

If you have any concerns about transport please do not hesitate to contact us:

**Monday to Friday**  
**Term Time - 7:00am to 6:00pm**  
**School Holidays – 7:00am to 5:00pm**  
**Telephone: 0114 203 7570**

**Email: [Transportservices@sheffield.gov.uk](mailto:Transportservices@sheffield.gov.uk)**

This document can be supplied in alternative formats,  
please contact 0114 203 7418

Sheffield City Council  
Transport Services • [www.sheffield.gov.uk](http://www.sheffield.gov.uk)



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