



SEN HOME TO SCHOOL TRANSPORT PARENTS TRANSPORT GUIDE

PARENTS TRANSPORT GUIDE

Whenever appropriate, children or young people should travel to and from school or college independently. This is an important aspect of social training and development. The Council, however, recognise that for some this is just not possible and where parents or carers are unable to provide transport themselves assistance from Birmingham City Council will be considered.

Travel assistance may be in the form of a travel pass for use on the bus, or specialised transport, this may be in a private hire car, taxi, minibus, wheelchair accessible vehicle or coach. The choice of vehicle is dependent on the nature of your child's or young person's special needs, and the advice of professional staff, officers and yourselves.

We believe that your child or young person should expect to receive a high quality travel options and that everyone plays a part in creating the best possible travelling experience for your child or young person. We, therefore, advocate a partnership approach to delivering transport with each party working together and adopting shared responsibilities to ensure the smooth running of your child or young person's transport.

Parent / Carer Responsibility

I/We will:

- provide full details about your child or young person's transport needs;
- provide your up to date contact details and those of two other responsible adults
- always have an appropriate adult available when transport is picking up or dropping off your child or ensure arrangements are in place for those under 18 as appropriate;
- ensure your child is brought to the vehicle and collected on their return by a responsible adult;

- ensure that your child or young person is ready on time, as drivers are only obliged to wait up to **two** minutes;
- share any concerns that your child or young person has about their transport arrangements as soon as reasonably possible with Home to School Transport;
- communicate to the school/college that your child or young person will not be requiring transport, if known in advance to the Home to School Transport Service and the school or if it is in the short term tell the driver, pupil guide or operator. For contact details see back of page;
- ensure in an emergency, when your child or young person requires to be taken to an alternative address, contact the Home to School Transport Service and the school;
- encourage your child to:
 - always remain in their seat
 - always wear seat belt or harness
 - not eat or drink on the vehicle
 - respect other passengers and behave appropriately
 - follow the instructions of the Guide (where provided)
 - practice good hygiene and not use the transport if displaying any symptoms of illness

Who to contact if your child is absent from school

If your child or young person is not attending school due to illness, or other circumstances, please let us know the day before so we can inform the appropriate provider as soon as possible.

If you are only aware on the day that transport is not required, please contact the Home to School Transport Service, your child or young person's guide (if applicable), **and** your route operator as soon as possible.

Guides

Where a guide is provided, they will be regularly and appropriately trained to a high standard in the care of special needs pupils. They will carry identification and always ensure that your child or young person is collected and handed to a responsible adult at the correct address.

Contractors

Bus and taxi operators who provide the service are subject to a wide range of requirements relating to the safe and legal operation of transport. All transport providers are issued with guidance which explains how they should perform their duties.

Contact details

To contact the Home to School Transport Service, please call **0121 303 4955** or email travelassist@birmingham.gov.uk

For feedback or general enquiries about your child or young person's transport service, please only call us between 9am to 2.30pm.

