

## Children, Young People and Family Services and Passenger Transport Service

### Passenger Assistants Mobile Phone Guidance

Mobile telephones have been purchased for all passenger assistants in response to feedback received from parents/carers to improve communication while children are being transported. This guidance is for both passenger assistants and parents/carers and the expectations both parties should regard.

#### Home to School

##### Parents

If your child is going to be absent from school for any reason for a day and you know transport is expected to arrive; please text your passenger assistant on the mobile number provided by Passenger Transport Team.

##### Passenger Assistants

At the start of your morning's journey, a text should be sent to all nominated parents/carers advising:

- ***'Your child's transport is on route if for any reason we will not be there at our normal time I will be in touch, regards (PA name)'***

If for any reason the transports expected pick up time is going to be delayed over 10 minutes, please text nominated parents/carers advising:

- ***'Unfortunately your child's transport is delayed by XX minutes we will arrive as soon as possible, regards (PA name)'***

Once children are safely in school, a text should be sent to all nominated parents/carers of the children advising them:

- ***'Your child has safely arrived at school, regards (PA name)'***

#### School to Home

##### Passenger Assistants

Once the children have all been pick up and ready for their journey home, a text should be sent to all nominated parents/carers advising them:

- ***'Your child has been collected from school and is on their way home, regards (PA name)'***

If for any reason the transports' expected drop off time is going to be delayed over 10 minutes, please text nominated parents/carers advising:

- ***'Unfortunately your child's transport is delayed by XX minutes we will arrive as soon as possible, regards (PA name)'***

#### Issues Before or During Transport

If for any reason a child is not to be transported home due to issues which have arisen during the child's day at school; the school or Passenger Transport Team would have contacted the parent/carer prior to end of the day, you will be informed by Passenger Transport Team of children who will not be transported home. If for any reason a child will not board a vehicle or cannot board a vehicle you must advise Passenger Transport Team so they can contact the child's parent/carer on your behalf.

