



Hull
City Council

Home to School Transport Guidance Booklet



We are sending you this booklet because we are providing transport from home to school for your child or your child in your care.

Pick up and drop off

Please ensure your child is ready 5 minutes before the advised pick up time and take them out to the vehicle as soon as it arrives. This helps avoid delays cause disruption for other children and to the start to the school day.

The vehicle will wait no more than 5 minutes for your child.

If your child misses their pick up time in a morning, please be aware that we will not be able to send another vehicle to take your child to school.

Sometimes our vehicles cannot get down some streets it may be that your child's will be picked up from a safe pick up point near to their home.

You will need to accompany your child to the vehicle and meet them off; transport staff cannot take your child to and from the vehicle.

You must make prior approved arrangements to any changes to pick up and drop off address with the Transport Team.

Your child's driver or passenger assistant will get to know you; if you are not going to be home, please advise us if we are handing your child over to someone else as they cannot without prior approval.

Children will not be left with anyone under the age of 18.

If you are not there to meet your child off the vehicle; the driver or personal assistant will try to contact you in the first instance they will then contact second parent or guardian and or your nominated person in an emergency who will be expected to meet/collect your child from an agreed address.

Your child's well-being/absence



Please do not ask the driver to take your child to school if they are unwell; if you need to cancel your child's transport for that day you can do so by contacting your passenger assistant or calling the Transport Team.

Children are not allowed to eat or drink on the journey to and from school.

You must ensure the Transport Team are made aware of all your child's needs, it is important that if things change they are advised immediately.

If your child is going to be absent from school please ensure you advise the transport team.

If your child for whatever reason will not or does not travel home on the vehicle they went to school on; you will be contacted to either collect your child from school or be collected by a taxi and transported to the school to collect your child and transported home.

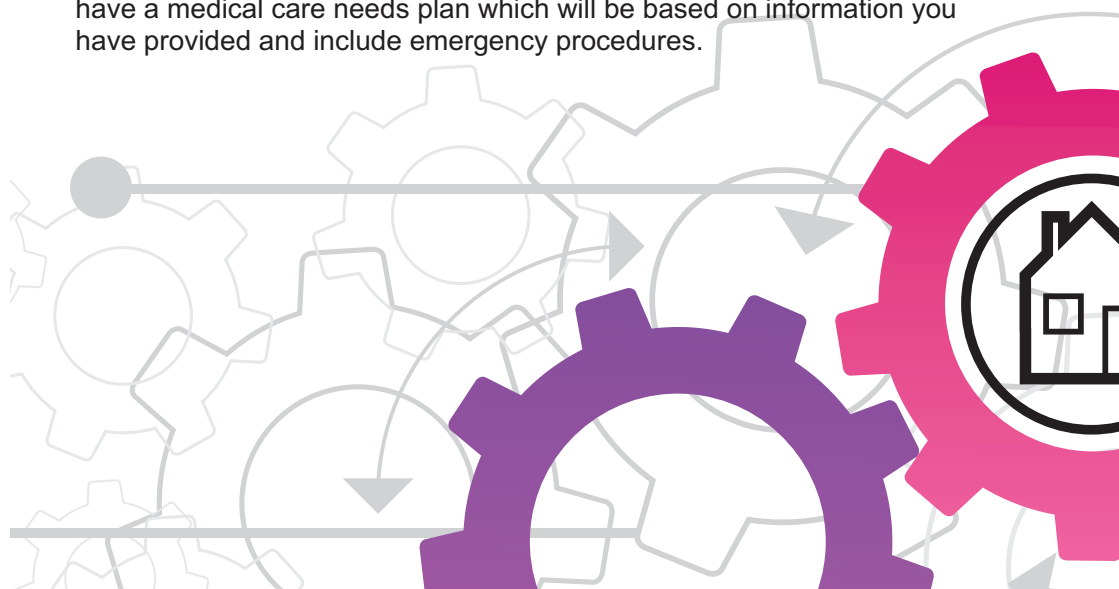
Children cannot be transported in a taxi home unaccompanied.

Medication

If your child has to take medication to school please ensure it is placed in a secure bag and handed to the personal assistant or driver who will hand it over to school staff; likewise they will hand it back to you when your child is dropped off.

Medical Care Needs

If your child has medical care needs your child's passenger assistant will have a medical care needs plan which will be based on information you have provided and include emergency procedures.



Wheelchairs and Equipment

It is important that we are told the make, model and size of your child's wheelchair if they need to take it or travel in it to school. If your child gets a new wheelchair you must notify us in advance of them wanting to use it. If your child needs to take equipment with them please let us know; it is not always possible to accommodate due to the space available however we will try our best.

Passenger Assistants

A passenger assistant is provided to care for a child or children on their journey to and from school.

All passenger assistants are first aid trained, attended Safeguarding Training and have an enhanced Disclosure and Barring Service (DBS) check.

We do try to provide a consistency, however sometimes they may be times when staff are absent from work, we will ensure the covering passenger assistant is aware of your child's needs.

Drivers

All drivers have an enhanced DBS check attended Safeguarding Training; drivers will either have a Transport ID badge or a Taxi Licence which must be displayed at all times.

Drivers are not allowed to make changes to any routes so please do not ask them to do this.

We do endeavour to provide your child with a consistent driver; however sometimes they may be absent from work; if so the vehicle your child travels to school in may also change.

All drivers abide by Hull City Council's Contractor and Driver Guidelines.



:In cases of an emergency

If your child has a medical emergency whilst being transported all drivers and passenger assistants are advised to dial 999 and follow medical advice provided. You will be notified as soon as possible. If our child does not have a passenger assistant a member of the transport team will travel to assist the driver.

If the vehicle your child is travelling in breaks down or is in an accident, it is the contractor's responsibility to provide a replacement vehicle; a member of the transport team will be there to assist and ensure children are safely transferred from one vehicle to another and you will be notified.

Journey Times

Department for Education recommended journey times for primary aged children is 45 minutes and secondary aged 75 minutes; we will endeavour to transport your child under these times, however, in some instances this is not always possible due to where your child lives and distance between home to school.



Short Breaks transport

Children's Disability Services must approve all transport arrangements to respite. If your child needs to carry their belongings to and from respite this must be kept to a minimum and be contained in one bag. Space on vehicles is limited and unrestrained objects can be a health and safety risk.

Child's home address

Transport is provided home to school, this is the home the child resides; where a child is cared for by two parents in separate homes we may not always be able to accommodate this as it will depend on availability on other contracts.

Change of address

Please tell us well in advance of if your child is moving home or changing their address to allow us to plan for this.



What you will receive from the Transport Team

Transport will be provided in the most cost effective way using either a Hull City Council vehicle or a private contractor; the type of transport will be at the discretion of the Transport Team who will consider your child's needs. If it is decided your child needs to be accompanied on the journey to and from school a passenger assistant will be provided.

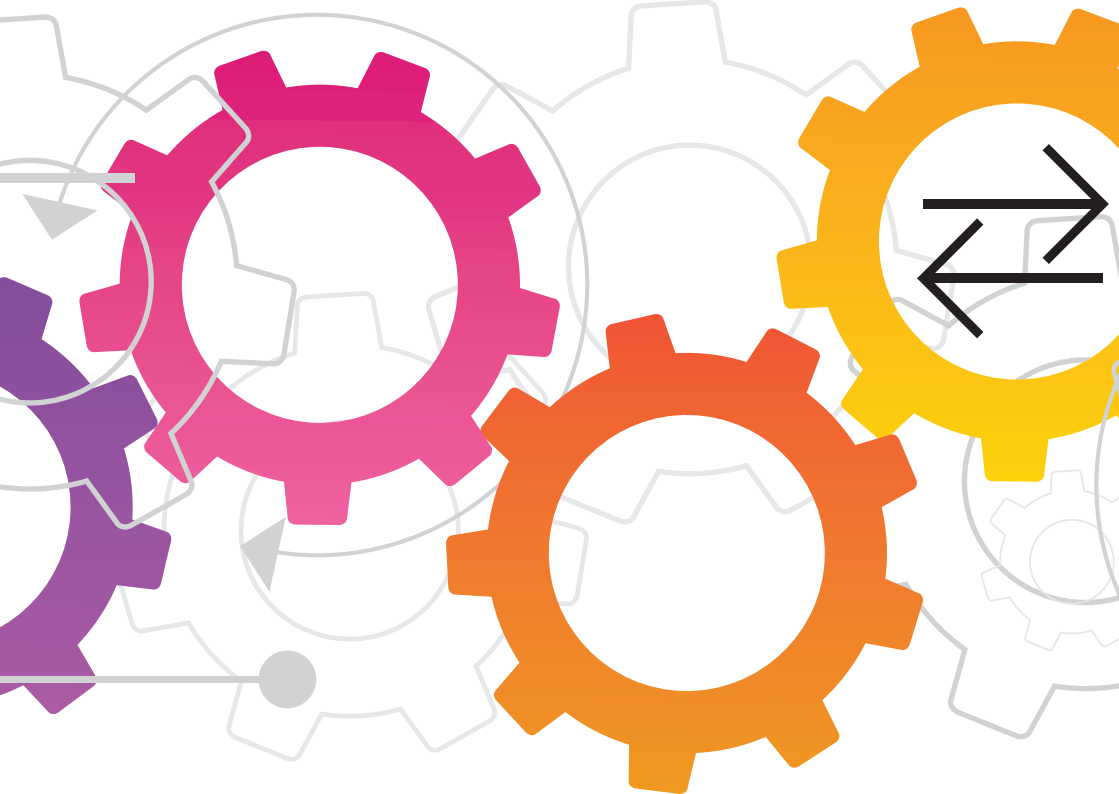
Arrangements will be made for those children who require a child seat or a harness, or who need to travel in their wheelchair.

The atmosphere on our vehicles will be happy and friendly and the vehicles our contractors use will be safe and clean.

Hull Local Offer

You can access transport policies, guidance documents, Personal Transport Budget and Independent Travel Training information along with other useful advice and support regarding not only transport also relating to the child's special needs and disabilities – hull.mylocaloffer.org





Customer Feedback

We aim to provide good quality services and your feedback is very important in shaping services to meet your needs. We are pleased to get your views and we aim to use what you tell us to make improvements.

To help us to this we have a customer feedback scheme so that you can complement us, make comments about what we do or raise concerns. You can provide your feedback either via hull.gov.uk or calling 01482 300 300.

Making Contact with the Transport Team

Should you need to contact someone within the Home to School Transport Team; regarding the collection and pick up arrangements please telephone 01482 612 811.

If you would like to speak to the Transport Coordinator within Children and Young People's Services regarding the transport which has been organised please telephone 01482 615 108 or email: hometoschooltransport@hullcc.gov.uk