



Children Services

SEN Transport

Code of Conduct

January 2019



Why is there a Code of Conduct?

We have a Code of Good Conduct to ensure a safe and comfortable journey for everybody who uses school transport. Our priority is Health and Safety, and to avoid accident or injury wherever we can. It is also to ensure that all parties are aware of the service and expectations in line with the Home to School Transport Policy.

The Transport Service to be provided

- The operator will contact you before the start date (where possible) to introduce themselves and the service they will be providing.
- The operator will provide you with an estimated pick-up/drop-off time
- Drop-off / pick-up times may vary based on the needs for the school timetable for the students using this service only.
- Transport is offered as a home to school service for entitled students only.
- Transport providers will only wait for a maximum of 5 minutes after the allotted pick-up time. The drivers are not permitted to return for any students that are not ready at the arranged time.
- Students are not permitted to eat or drink on the vehicle
- All drivers/ passenger assistants carry an identity badge.
- All operators used are on the Central Bedfordshire Council's approved operators list
- The vehicle should be displaying the company signage and license plate.
- Operators must comply with the Terms and Conditions of their contract. Failure to do so could result in their removal from the school route.
- Monitoring of all contracts will occur throughout the academic year
- Drivers and passenger assistants are not permitted to administer medication; they are not medically trained to meet the individual needs on the vehicle.
- Drivers and passenger assistants are not permitted to accept medication onto the vehicle unless it is in a sealed packet/container clearly labelled with the student's name. This is then signed for and recorded by the driver or passenger assistant.
- Risk assessments are based upon information held within the transport application form or where a student's behaviour or needs change to ensure the most appropriate service is being provided where possible
- Operators are not permitted to transport students in wheelchairs unless authorised to do so by the School Transport Team. A wheelchair passport system is in operation for safe transport. Only wheelchairs with a passport can be transported.
- Headrests for wheelchairs will not be provided
- Driver and passenger assistants are not responsible for any student's personal belongings on transport.

Parents/ Carers responsibility

- Ensure that your child is ready at least 5 minutes before the allotted pick-up time
- Ensure that you or an appropriate adult can support the safe boarding and alighting of the vehicle
- Ensure that you or an appropriate adult is available to meet your child from the transport
- Ensure medication is passed to the driver/passenger assistant in sealed packets clearly marked with your child's name. This will then be logged and handed in at the school reception
- Only one address for collection/drop off can be authorised
- Advise the School Transport Team immediately should the transport not be required
- Advise the team immediately of any medical conditions that may have an impact on transport
- Advise the team immediately of any changes to home address or telephone numbers
- Advise the driver and passenger assistants of your child's likes and dislikes that may assist during transport. We are happy to comply where possible.

Wheelchairs and Specialist Equipment

If your child travels in a wheelchair, please confirm with the School Transport Team the make and model of the chair, so we can complete the relevant checks to ensure its suitability for transport.

New wheelchairs will not be permitted on transport until an assessment has been carried out to determine there is enough space and correct tie-down equipment available. We have a wheelchair passport system in operation and wheelchairs will not be transported unless they have a passport present.

Central Bedfordshire Council can only provide the standard safety equipment required for transporting children. However, it is important that parents/carers ensure that all requests for equipment are made when transport is requested. If you are unsure of what is required, please contact the School Transport Team and they will either visit or telephone you to discuss.

The School Transport Team will determine the practicality of the request and confirm if this can be accommodated on the transport. The School Transport Team can only authorise standard equipment and requests for anything more specialised will be forwarded to a Risk Assessor for a decision.

Information for parents

On accepting the transport provision from Central Bedfordshire Council you are agreeing the Code of Conduct and to advise the **School Transport Team** of any changes to circumstances by contacting them on **0300 300 8339** or by email school.transport@centralbedfordshire.gov.uk

The changes include anything you believe will impact on your child's transport or on others which receive the same service.

If you have any concerns over the service provided, please contact a member of the School Transport Team. Depending on the nature of your concerns you may be asked to provide this in writing for the concerns to be fully investigated.

Please encourage your child to wear a seatbelt wherever possible and to act as responsibly as possible on the school transport.

If a parent/carer verbally abuses a driver or contractor your child may receive a warning or ban for *your* behaviour

Declaration by Central Bedfordshire Council

The safety and comfort of our passengers is extremely important to us and we are constantly looking to improve standards of quality, safety and service across all of our routes.

Any changes in the provision of your child's transport will be communicated to you, where possible, in writing and only take place to accommodate the service delivery. We are not able to consider individual circumstances and will work to ensuring the most appropriate and cost effective transport is provided at all times. As per the Home to School Transport Policy we will provide transport to and from the primary home address only. We are not able to provide transport to any other addresses including child minders, after school club, work address, another establishment or any other alternative address.

Contact us...

by telephone: 0300 300 8339

by email: school.transport@centralbedfordshire.gov.uk

on the web: www.centralbedfordshire.gov.uk

Write to: School Transport Team, Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford, Bedfordshire, SG17 5TQ