

# An Information Guide for Parents on 'Home to School Transport'



## Introduction

Welcome to the Education Transport Team at North East Lincs Home-to-School Transport Guide! Ensuring safe, reliable, and efficient transportation for students is the top priority for our community. This guide is designed to provide parents, guardians, and students with all the necessary information about, safety protocols, and tips for a smooth daily commute.

Whether your child is taking a bus, coach, minibus, people carrier or taxi, this guide will help you, understand the schedules, and follow the safety guidelines. Our goal is to make the journey to and from school as seamless and stress-free as possible, so students can focus on what matters most – their education.

Thank you for taking the time to read through this guide. We hope it serves as a valuable resource for your family's transportation needs.

## What you can expect from home to school transport

You may feel worried about your child travelling on home to school transport, particularly if your child has not travelled without you before. It may reassure you to know that whatever form of transport is provided, your child's safety and welfare are always our priority.

- Please note that transport is provided from home to school and return journeys only.
- The responsibility for any further transport, for example hospital appointments, lies with parents/carers.
- Please also note that only authorised children may travel in the vehicle. Siblings and friends will not be permitted to travel. However, permission to do so may be considered, but only under exceptional circumstances.

Our transport support will be provided in the most effective way bearing in mind the needs of your child, using either a local authority vehicle or private contractor. Please be assured there will be no compromise on safety.

The route set out will, as far as is reasonably practical, be the most effective way of transporting your child to school. We are unable to accommodate individual requests to vary the routes and timings as the result of childcare arrangements, children attending school clubs or in cases where parents may also be responsible for taking other children to school.

If appropriate, a passenger assistant will be allocated to travel in the vehicle to ensure that all children arrive safely at their destination. The decision to provide a passenger assistant in all cases lies with the Education Transport Team, who will ensure that all passenger assistants are trained appropriately to undertake their duties in a safe and proper manner, however this does not include first aid training. It is important to note that passenger assistants are normally allocated to school routes, rather than to individual children.

It is recognised that as children develop their individual needs change, a review of their transport requirements may be necessary. Please note that changes of address, changes to medical condition, or the need for a larger wheelchair or car seat may mean a move to another more appropriate vehicle.

If the vehicle cannot safely access your property you may have to ensure your child is brought to an agreed collection pick up point.

Due to each child having individual needs, which are often complex, the Education Transport Team may change a child's transport arrangements as it deems appropriate. Such changes are made at the discretion of the authority. Any such changes will be communicated with parents/guardians.

There may be other circumstances that could affect your child's transport routine which are beyond our control, for example, a change to the driver or passenger assistant through illness. Vehicle breakdowns, traffic accidents and road closures may result in a temporary or occasional disruption to normal transport provision.

Before transport support commences, the Education Transport Team will advise you of the following transport arrangements:

- The name and telephone number of the transport provider (contractor)
- The name of the passenger assistant (if applicable)

## How you can help us

You can play an important part in the smooth running of your child's transport arrangements by ensuring the following:

- Make sure that your child is ready for transport (either at home or the designated pick-up point) we recommend at least 5 minutes before pick-up time. In most cases transport is shared with others therefore it is important that the vehicle runs on time. **Please be aware that it is not the responsibility of the passenger assistant or driver to alert you to the fact that the vehicle has arrived.**
- Always be at home or the designated drop-off point to meet your child at the end of the school day at the agreed time.
- Make sure you keep the Education Transport Team updated with any changes to your telephone contact numbers, ideally both home and mobile, address or changes to a medical condition.
- Make sure that Education Transport Team have an alternative contact name, address and phone number if there is no one present at your home or drop off point due to unforeseen circumstances or in **the event of an emergency**.
- Telephone the Education Transport Team as soon as possible if your child is sick or unable to attend school for any reason. This saves unnecessary journeys and inconvenience to other passengers.
- Ensure any changes to collection or drop off points, are agreed with the Education Transport Team. **Under no circumstances should any changes be agreed with the transport provider or the passenger assistant.**
- Ensuring that, as far as possible, your child understands the standard of behaviour that is expected of them while travelling to and from school.
- Please be advised that your child is not allowed to eat or drink in the vehicle.

## **Please note the procedure for home to school transport will be as follows:**

### **The Journey to School (AM):**

- Always have your child ready for when the vehicle arrives to avoid unnecessary delays.
- If a child is not ready at the time stated, the driver will wait up to five minutes.
- If after 5 minutes the child is not ready, the vehicle will continue its journey and the responsibility for getting your child to school that day will rest with the parents/guardian.
- **Please note it is not the responsibility of the driver or the passenger assistant (if applicable) to come to the door and collect your child, you should bring the child to the vehicle.**

### **The Journey from school (PM):**

- An authorised adult must be present at your home address / designated drop off point to receive your child at the end of the school day.
- Please be ready to collect your child from the vehicle or designated drop off point.
- Please note it is not the responsibility of the driver or the passenger assistant (if applicable) to bring the child from the vehicle to your door.
- If there is no one at the home address / designated drop off point, we will make contact through emergency contact numbers. If there is no known emergency contact number / address the child will be taken to a place of safety recommended by social services.

**Please ensure that all contact details are up to date with the Education Transport Team**

## **Travel by bus or coach**

If your child travels by bus or coach and you take them to a pickup point, please help us by following the guidelines below:

- Ensure your child is safe until the bus or coach arrives
- Ensure behaviour is acceptable whilst waiting for, boarding, travelling on and alighting transport.
- Encourage your child to always wear their seatbelt whilst travelling on the bus or coach where these are fitted.

## **Wheelchair travellers**

Please note that only appropriately tested wheelchairs may be transported, and the Education Transport Team must ensure that the appropriate restraints are available on the vehicle. Some wheelchairs are not suitable for transport and cannot be used on vehicles.

Transporting a wheelchair is normally a straightforward arrangement provided that the wheelchair is properly tested, any appropriate modifications to facilitate the fitting of restraints have been made and the restraints are readily available from our suppliers. However, parents / carers should be very careful in their choice of wheelchair, especially those purchased privately, as not all wheelchairs are suitable for transport whilst others cannot be used to transport seated occupants. Some electric wheelchairs may not be transported in some vehicles due to their weight or the need for specialised restraints. There are weight restrictions on ramps or passenger lifts. Some manufacturers restrict their “crash testing” to a particular vehicle, with the seat in a particular position, and with particular restraints. This could mean that

it is not possible to transport the wheelchair (as adapted for your child's needs) on the home to school vehicles. If you are planning to change the wheelchair then you should contact the Education Transport Team with full details of the proposed replacement wheelchair **before it is ordered**.

## **Pupils with medical needs, including epilepsy**

Please note that the passenger assistants are not medically trained and are not permitted to administer medication of any description.

Where a child has a known, potentially life-threatening medical condition that may require intervention during transport an individual risk assessment will be carried out which will identify the action to be taken.

For children with epilepsy, unless a particular risk has been identified regarding for example, the frequency or severity of seizures and the time spent of home to school journeys, where bespoke arrangements are put in place, the general arrangement for children with epilepsy is that: where the child has a healthcare plan, this will be obtained from the school and relevant details shared with the transport provider/crew; in the event that the child presents with seizures that could require the administration of rescue medication, the crew will directly transport to the nearest point of administration, that is home, school or call the emergency services. The crew will notify the parents and/or school in readiness.

### **The Education Transport Team will always ensure that:**

- All drivers and passenger assistants have undergone Disclosure and Barring (DBS) checks.
- Three-point inertia seat belts are used on all vehicles.
- Special seats and harnesses are provided if required.
- Wheelchairs, if transported, are securely restrained by trained staff.
- Your child will not be left at a drop-off point unless there is a responsible adult there to meet them, or unless it has previously been agreed with the Education Transport Team and the school that alternative arrangements have been made.
- Your child will never be left in the care of other children.

## **Frequently Asked Questions**

### **How do I contact the Education transport team?**

- Telephone – 01472 326291
- Email - [schooltransport@nelincs.gov.uk](mailto:schooltransport@nelincs.gov.uk)
- Post – Education Transport Team  
New Oxford House  
George Street  
Grimsby  
DN31 1HB

### **What if the transport does not arrive?**

- If your child's transport does not arrive, please contact the Education Transport Team so we can investigate and make alternative arrangements where necessary. Our office is open from 7.00am – 4.30pm during school term time.

### **What if the transport arrives without a passenger assistant?**

- Please note that all passenger assistants have an ID badge which they should always wear.
- Due to sickness or unforeseen circumstances, an alternative passenger assistant or driver may be provided.
- If the transport arrives without a passenger assistant, you should contact the Education Transport Team immediately.
- Do not allow your child to travel if you have any doubts. Contact the Education Transport Team at the earliest opportunity. We will investigate and make the necessary recommendations.

### **What if your child does not travel to school in their usual vehicle, but you subsequently take them to school?**

- You will need to telephone the Education Transport Team to arrange transport home for your child. Please do not contact the contractor directly.

### **What if you have a problem with the transport provider's performance or the service provided?**

As part of the council's commitment to provide a 'quality' service, the transport providers' performance is monitored on a regular basis. Therefore, we would welcome your views and/or any comments or concerns on the service provided for your child at any time.

If you feel there is a problem with your child's transport, please do not let it continue, contact the Education Transport Team on (01472) 326291, to discuss.

#### **The Education Transport Team**

Telephone: (01472) 326291

E-mail: [schooltransport@nelincs.gov.uk](mailto:schooltransport@nelincs.gov.uk)