

# Getting to school

Children with Special Educational Needs (SEN)



Guidelines for parents and carers

July 2007

## Contents

	<b>Page</b>
1. Introduction	2
2. The Law	2
3. Our Transport Policy	3
4. Transport Help for Children with SEN	3
5. Family Circumstances and Commitments	3
6. Nearest Suitable School / Parental Preference	4
7. Independent Travel	4
8. Pupils Outside the Statutory School Age	4
9. Transport Management	5
10. Escorts	5
11. Transport Arrangements	5
12. Assessments	6
13. Medication on Board Transport	6
14. Pick-up and Drop-off Arrangements	6
14.1. Pick-up and Drop-off Points (from Collection Points)	6
14.2. Pick-up and Drop-off Points (from Home Addresses)	7
14.3. Timing and Arrangements of Pick-ups and Drop-offs	7
14.4. Transport Routes	8
14.5. Journey Times	8
14.6. Severe Weather Conditions	9
15. Absences	9
16. Permanent Changes of Home Address	10
17. The Nearest Place of Safety	10
17.1. Children who go to Schools Outside the Borough	10
17.2. Children who go to Schools Inside the Borough	11
18. Extra Journeys	12
19. Respite & Foster Care Placements	12
20. Extended Schooling	12
21. Dual Placements / Inclusion	13
22. Residential Schools / Parent Visits	13
23. Standards of Behaviour	13
24. Pupil Referral Units	14
25. Continuity	14
26. Transport Standards	14
27. Short-term Changes to Transport	15
27.1. Pupils	15
27.2. Parents	15
28. Comments, Questions and Complaints	16

This Parent Guide sets out the arrangements for providing transport assistance to pupils with Special Educational Needs (SEN).

It also outlines the roles and responsibilities of the Local Authority (LA), parents/carers, schools and transport providers.

This document forms part of the agreement which is established between the child's parents and the Local Authority (LA) prior to the start of any transport arrangement taking place.

Throughout this document any references to children includes young people, and references to parents/family includes carers.

## **1 Introduction**

Most children are able to get to and from school by walking, cycling or using public transport. In some cases, children may share car journeys with friends and family. However, a few children will not be able to make this journey without some help, and Kingston LA may provide transport assistance in these cases.

The LA aims to promote inclusive opportunities to enable people with additional needs to fulfil their educational and social potential. This includes joint working between pupils, parents, school and the LA to encourage independence wherever possible and to provide transport support to pupils which is appropriate to their assessed needs.

## **2 The Law**

Parents have a duty to ensure their children attend school. The LA has particular duties to assist parents in meeting their duty in the following cases.

The Local Authority has the duty to assist parents by providing free transport in the following cases:

- If a child is under 8 years of age and lives over 2 miles from school
- If a child is aged 8 years or over and lives over 3 miles from school

In both of the above cases, the child must be attending the nearest suitable school (one which the LA deems to be suitable for the aptitude and ability of the pupil) and must be of statutory school age.

For pupils from low income families (eligible for free school meals or on highest rate of working tax credit) free transport will be provided if the child is of secondary age attending one of three nearest schools between 2 and 6 miles away, or is of primary age attending one of three nearest schools and over 2 miles away.

Assistance will also be provided to pupils who are attending the nearest suitable school which was chosen on the grounds of religion or belief and this school can be up to 15 miles away.

These statutory criteria apply to children attending both mainstream and SEN schools/units.

### 3 Our Transport Policy

The LA's arrangements for providing transport assistance are covered by: -

- Mainstream Transport Policy, and
- SEN Home to School Transport Policy

These policies can be found by following links from this website address

[http://www.kingston.gov.uk/browse/education/schools/transport\\_to\\_school.htm](http://www.kingston.gov.uk/browse/education/schools/transport_to_school.htm)

Copies can also be obtained by contacting the Contracts Officer (contact details can be found at the back of this guide).

### 4 Transport Help for Children with SEN

We are able to offer help in some circumstances for SEN children. The LA will consider individual needs of children involving professional advice (e.g. from the Educational Psychologist, Medical Officers) and may consult with parents and teachers before arriving at a final decision. Consideration will also be given to the child's physical requirements (including any disabilities they may have). Assessment may include face-to-face contact with the pupil in assessing eligibility and the results will be recorded on the Transport Assessment Form.

If a child goes to a special school or has a statement of SEN, this does not automatically mean that he or she qualifies for help with transport. We will assess each case individually.

If we provide help with transport, this does not guarantee that we will continue to do so in the future. We will make changes for the developing needs of the child, along with any changes required by local or national policy and practice. We will look at transport changes during the annual review but also from time to time during the year.

The LA will not provide transport assistance to help with school attendance.

### 5 Family Circumstances and Commitments

Eligibility for transport assistance is based on the child's needs. The LA may take into account some family circumstances (for example, if a child has other siblings attending schools which are not local to the SEN provision offered to them, or if a child is offered SEN provision at a school which is not their local provision) both when considering applications for home to school travel assistance and when deciding on the type of assistance to be provided. However, the LA is not able to consider some other family circumstances (e.g. parents attending work, or looking after other children not of school age).

The LA is also not able to take into account family circumstances when allocating pick-up and drop-off times for children. The timing will be based on the most efficient route available. The efficient utilisation of LA resources will always take priority.

A situation could develop where a number of parents, in similar family circumstances (e.g. other children to take to school, or work commitments) request the same pick-up time. If the LA were to consider requests for pick-up times from parents, then this

would lead to inequality, since a vehicle cannot collect 2 children from different addresses at the same time. In addition, requests for pick-up times would also compromise route efficiencies – making them longer in duration and less economical. This is also important for environmental reasons.

SEN Transport assistance is awarded to children with SEN and should not be considered a service which facilitates parents or carers working, or looking after other children who are not yet of school age.

## **6 Nearest Suitable School / Parental Preference**

The nearest suitable school is one that the LA deems to be suitable for the specific needs of the pupil.

Schedule 27 of the Education Act states that parents may express a preference for the maintained school they wish their child to attend, and LAs must consider the parents' requests and arrange any relevant meetings before the final statement is issued, naming a school.

However, if a parent does express a preference for their child to attend a school further away than the nearest suitable school, then the LA reserves the right to refuse transport assistance to that school.

## **7 Independent Travel**

The Department for Children, Schools and Families are keen to support independent travel training for all children with disabilities and SEN so that all pupils can benefit from public transport.

Schools are responsible for providing independent travel training to children with SEN, where appropriate. In some cases, it may be possible for a member of school staff to initially travel with children on public transport, to increase their awareness and travel skills. However, this is heavily dependent on the resources available to each school, and is not guaranteed.

We encourage all parents to work with schools to promote independent travel training for their children, where appropriate. This increases the self-confidence of these pupils, develops their social skills and reduces their sense of reliance of family members and friends, while at the same time providing them with many of the skills necessary for later employment.

As part of this, transport arrangements may include collection points, which may not be the home address (see section 14 for more details).

## **8 Pupils Outside the Statutory School Age**

The LA does not have a statutory duty to help pupils who are not within statutory school age. Statutory school age is between five years old and the last day of the school year when a child reaches 16. However, there are special circumstances when we may consider transport help. For further information, please see the SEN Home to School Transport Policy.

## 9 Transport Management

Transport is co-ordinated and managed by the LA Contracts Officer. Each transport provider (whether taxi or private bus) will also have a nominated Transport Manager who is the first point of contact for schools and parents and who is responsible for the day-to-day operation of the service. For contact telephone numbers, please see the end of this document.

If you have any queries, regarding any transport arrangements which are in place for your child, please check with the relevant Transport Manager for the company providing their transport.

## 10 Escorts

Some children need an adult to escort them on their journeys to and from school. We will consider the needs of the child when deciding whether an escort is needed. If we consider that a child needs an escort, it may be practical for parents to escort their children (parents will not be paid for this).

There is no minimum or maximum age that determines whether an escort will be automatically provided and the LA will look at age in conjunction with many other factors in arriving at its decision.

If we recommend an escort, this does not guarantee that we will continue to do so in the future. We will make changes for the developing needs of the child along with any changes required by local or national policy and practice. We will look at changes during the annual review but also from time to time during the year.

## 11 Transport Arrangements

If we agree to provide help, we may offer one of the following:

- Free travel, using a Child Oyster Photocard, on Transport for London buses
- A train pass for your child to use on public transport
- Reimbursement of mileage costs if you take your child to school
- A place for your child on a private bus service
- In some exceptional circumstances, a place for your child in a taxi or a private-hire car

We will not provide separate taxis and children will travel with others, unless there are exceptional circumstances. The LA will allocate transport in the most cost-effective manner.

Upon receipt of your application, transport will normally take a minimum of 10 working days to arrange, and in some special cases may take longer (e.g. where there is a need for a specialist vehicle or we need to carry out a special assessment of your child's needs). We aim to send you details of the transport arrangements, in writing, prior to the arrangements starting.

Availability of transport is not always guaranteed due to the specialised nature of some transport needs and during any period when transport cannot be provided, the LA would normally support the parents by offering a mileage reimbursement.

## 12 Assessments

If the LA agrees to provide either private bus transport or taxi transport for a child, it may be necessary to complete an assessment of this child's physical and medical needs on board transport. Until this assessment is completed, transport between home and school will be the responsibility of the parents.

In addition, some children with SEN have physical and medical conditions which deteriorate over time. If, at any point, it is felt by the Transport Manager and/or Contacts Officer that a further assessment may be necessary to ensure that a child's physical and medical needs are being met on board transport, the LA reserves the right to plan and complete another assessment. Up until the date of this assessment, and until recommendations from the assessment are complete, it will be the responsibility of the parents to transport this child between home and school. As a result of an assessment of this type, it may be necessary to make changes to transport provision (e.g. to safety & support equipment used on board or to resources on board transport).

## 13 Medication on Board Transport

Members of transport staff are not currently allowed to carry or administer medication on board a vehicle. If an emergency were to occur while a child were on board transport, the procedure would be for the escort to call 999 and ask for a paramedic crew to attend the scene. It will be for the parents to decide whether they would like their child to travel on regular transport under these circumstances. If a parent does not wish for their child to travel on board transport, because no medication will be provided in the case of an emergency, the LA may offer a mileage reimbursement.

NOTE: These arrangements are currently under review.

## 14 Pick-up and Drop-off Arrangements

To make sure that children are safe, transport providers can make pick-ups and drop-offs at agreed points only. This may be a bus stop, collection point or, in some special cases, the home address. This will have been confirmed to you when your child's transport arrangements were initially set up.

If you want to change your child's pick-up or drop-off point (either temporarily or permanently), you must apply to us in writing.

### 14.1 Pick-up and Drop-off Points (from Collection Point)

Where a child has been allocated a collection point for as their pick-up and drop-off point, this has been done for several reasons: -

- to encourage and maintain independent travel for children wherever possible
- to minimise the journey durations for children travelling on these routes, and
- to ensure that the route taken is the most efficient

There will still be some children for whom this collection point arrangement is not appropriate and we will ensure that these children are picked up from,

and returned to, their home address (for example, those children who have a physical disability or a special educational need which would make accessing the collection point impossible). See section (ii) below, for more information about home collections.

However, the age of a child will not be a determining factor in our assessment of whether a child will be eligible for home pick-ups and drop-offs, since the LA would expect parents or guardians to accompany their child(ren) to and from the collection point.

With regards to the timings and arrangements of pick-ups and drop-offs, under the policy we cannot take parental and family circumstances into account (this includes whether a parent is unable to accompany a child to and from their collection point due to work commitments or taking another child to school) and the LA would expect parents to make suitable arrangements to provide cover in these cases.

Parents should provide one alternative address (which must be within 1 mile from the usual address) wherever possible, to be used in the event that they are unable to meet their child from the collection point. This alternative address will be for emergencies only.

#### **14.2 Pick-up and Drop-off Points (from Home Addresses)**

Where a child has been allocated a home collection, this has been authorised by Council Officers due that individual child's SEN and/or any physical disabilities which may severely limit their ability to access collection points.

Parents should provide one alternative address (which must be within 1 mile from the usual address) wherever possible, to be used in the event they are unable to meet their child. Again, this alternative address will be for emergencies only.

For one-off changes to pick-up or drop-off points, please contact the Transport Manager of the company providing transport in writing to request the change. This change can then be authorised, where applicable, by the Contracts Officer.

#### **14.3 Timing and Arrangements of Pick-ups and Drop-offs**

You should check with the Transport Manager when your child will be picked up or dropped off. The time will be based on the most effective route for the vehicle.

Unfortunately, we cannot consider special requests for pick-up and drop-off times (please see section 5). This is to ensure that the routes used are the most efficient, in an attempt to cut down on travelling time, cost, pollution and to ensure that the service we provide is equal for all children and their families.

Due to changes in transport circumstances, it may be necessary for us to vary the times of pick-up and drop-off. In most cases, we will tell you 5 days before making any major changes.

To keep journey times down, children must be available within 3 minutes of the set pick-up time, or you must be available to meet your child within 3 minutes of the set drop-off time. We will advise the driver to leave that point and move on to the next point after three minutes. If the transport moves on without your child, you are responsible for ensuring that your child gets to school safely. If you are not available at the drop-off point on school-to-home journeys, your child will be taken to the nearest place of safety (see section 17).

If the vehicle arrives early, it will wait until the official set time and will then move on after another three minutes if you or your child is not available. The driver may decide to wait longer but only if this does not interfere with the timing of the onward journey.

If the vehicle arrives after the official collection time (for example, due to bad traffic or roadworks in the area), it will still wait 3 minutes and will only move on if you or your child are not available within this time. If the transport is already running late, the vehicle will almost certainly not wait any longer than 3 minutes.

Ongoing delays caused by parents or children may result in transport help being removed or changed.

- If your child is being picked up or dropped off at your home address, you are responsible for accompanying your child to and from the vehicle.
- When the vehicle arrives, it will not sound the horn (it is against the law to sound a horn from a stationary vehicle, see Highway Code point 92)

The driver and escort are not permitted to leave the vehicle in order to knock at your house, so you should keep a lookout for when the vehicle arrives. In exceptional circumstances only (for example, if your child travels alone in a taxi), the escort may call at the door. You must agree this beforehand with the Transport Manager. The vehicle can move on after waiting for three minutes after the set pick-up or drop-off time.

#### **14.4 Transport Routes**

The most cost-effective route will be used at all times. Bus stops will be used where possible to cut down on the number of stops a bus has to make. However, individual SEN/physical limitations will be taken into account and home stops may be necessary in some cases.

Routes will be reviewed regularly to take into account changes in needs and environmental pressures (e.g. changes in road layouts etc).

#### **14.5 Journey Times**

We expect children to arrive at school safely and fit to learn, and we recognise that journey times should reflect this. However, traffic congestion

in Kingston and surrounding areas means that travelling times can vary greatly. You should use the following times as a guide only and take account of day-to-day traffic problems.

For children who travel to schools in Kingston, you should expect journeys to normally take an average of 1 hour 15 minutes. However, this may be affected from time to time by traffic pressures and other environmental and operational conditions.

For children who travel to schools outside the borough, the distances and journey durations vary depending on where the school is.

We will do everything we can to contact schools and parents as soon as we are aware of any major delay. Routes may also change to take account of conditions.

Journey times will be kept to a minimum if you make sure that your children are available for collection on time, and are met promptly at the end of the day.

#### **14.6 Severe Weather Conditions**

In severe weather conditions (for example storms, snow etc), it may be necessary to either change or cancel transport arrangements for safety reasons.

If you are advised that transport has been cancelled for your child's morning journey, you should assume that the afternoon journey will also be cancelled unless advised otherwise by the transport provider.

Parents who have chosen to take their children to school themselves during severe weather conditions should ensure that they have confirmed return transport arrangements for their child before leaving them at school on that day.

### **15 Absences**

If your child is absent from school, for example due to illness, it is the parent's responsibility to contact the transport company immediately. For long term absences, please contact the Contracts Officer (contact details can be found at the back of this guide).

In order that the Authority does not get charged for wasted journeys, we ask that all parents contact their respective transport company the night before if they know that their children will be off ill the following day.

However, we realise that sometimes this is not possible (children often only show signs of being ill on the day they are due to travel). In these cases, the transport company should be advised as early as possible on the morning of travel.

All transport, which is not cancelled in advance of the vehicle arriving at the home address, must be paid for by the LA whether or not the child, living at that address, boards the vehicle.

Where parents repeatedly fail to cancel transport provision for their child (as a result of the child's illness) before it arrives at the home address, or where a child suddenly decides not to travel in transport which has arrived on any given day (without any prior notice having been given to the transport company), the child's transport provision will be reviewed and monitored. Consistent non-cancellation of transport provision may lead either to parents being charged for wasted journeys or removal of the transport service provided for your child.

If a child does not use the transport service in the morning (for any reason) and parents arrange to take their child into school themselves later that day, parents must forewarn the transport company that their child is now at school, so they know to provide return transport for them.

## **16 Permanent Changes of Home Address**

If you chose to move home within the Royal Borough of Kingston, please note that all changes of home address should be confirmed to the LA in writing for your child's safety and so that we can continue to provide suitable transport arrangement for your child's needs.

Please also be aware that a change of address is effectively a change in circumstances, which may affect your child's eligibility for transport assistance.

If you chose to move home into another borough, please note that this new borough becomes financially responsible for your child's transport effective from the date they receive paperwork relating to your child from this borough.

The Royal Borough of Kingston will work with your new home borough to cover transport for your child until your new home borough is able to arrange transport for your child themselves.

## **17 The Nearest Place of Safety**

To make sure the LA has proper arrangements in place for an emergency, you must provide written details of another responsible local person who your child knows. Details must include the emergency contact's name, full address and phone number, and you must provide this before the transport can start. The emergency contact's address must be within one mile of your home address. In addition to this contact, the following procedures are in place, specific to whether your child attends an in-borough or out-borough school: -

### **17.1 Children who go to Schools Outside the Borough**

If the transport calls at the authorised drop-off point and you are not available to meet your child, the transport will only wait longer than 3 minutes at the driver's discretion, and even then he will only do this if it does not interfere with the journey times for other children due to travel.

If the transport decides to move on, a standard letter will be left at the authorised drop-off point to inform you that your child has been taken to your

nominated emergency address. This letter explains that if nobody is available at the emergency address, your child will be taken to the appropriate Safeguarding Children's Team. The transport phone number and the Safeguarding Children's Team number will be in the letter.

The transport will then drop your child off, at one of the above two addresses and inform the LA.

If you contact the transport company, from your home address, before your child is dropped-off at one of the 2 other addresses, your child will be returned home by the transport.

If there are ongoing instances where you are not available, the case will be referred to the appropriate Safeguarding Children's Team and this may result in transport help being removed or changed.

## **17.2 Children who go to Schools Inside the Borough**

If the transport calls at the authorised drop-off point and you are not available to meet your child, the transport will only wait longer than three minutes at the driver's discretion, and even then he will only do this if it does not interfere with the journey times for other children due to travel.

Since your child attends a school inside the borough, this school will act as first point of contact in emergency cases, assuming staff members are still present to take care of your child. If there is nobody available at the school to take care of your child, the transport will then attempt to take your child to your nominated emergency address. Lastly, if nobody is available at the emergency address, your child will be taken to the appropriate Safeguarding Children's Team.

If the transport decides to move on from the normal drop-off point, transport will advise their main head office, who will in turn leave a telephone message on your home telephone (where this facility exists) explaining where your child has been taken. The transport number will be communicated to you in the message. If the authorised drop-off point is a bus stop or collection point, the transport will follow the same procedure as if the drop-off point were your home address.

The transport will drop your child off at one of the three places listed above and will tell the LA.

The school will make arrangements to contact you. If you are still not available, your child will be taken firstly to your nominated emergency address and, if your emergency contact is not available there, onto the Safeguarding Children's Team.

If you contact the transport company before your child is either returned to school, taken to your nominated emergency address, or taken to the appropriate Safeguarding Children's Team, your child will be returned to their normal drop off point (although the timing of this drop-off may be at considerably later time than normal, and after all other children on board have been taken to their drop-off points).

Both these procedures are intended for emergency use only, and parents should not rely on this facility as a source of childcare. If the facility is seen to be being misused, the child's transport provision will be reviewed and monitored

## **18 Extra Journeys**

Transport providers are only allowed to make agreed journeys from home to school, and from school to home (where the home address is that agreed on the statement, or authorised by the LA).

Prior to the start of transport, the LA will tell you what is covered under any transport arrangement (for example, transport home every day or once a week). If you would like to request a change to these arrangements, you must write to us. Help with transport does not cover school trips, additional journeys to sports facilities, work experience and curriculum or medical appointments. The LA will not make any payments to transport providers for these journeys, and they must be invoiced directly to the school or parent, depending on who arranged the journey.

## **19 Respite and Foster Care Placements**

Respite care is a short break away, providing 'time off' for children and their parents or carers.

In some circumstances, we may be able to offer transport to respite care services in order to support carers in maintaining their role.

Please contact us in these cases. Transport will normally take a minimum of 10 working days to arrange, and in some special cases may take longer (e.g. where there is a need for a specialist vehicle).

It should be noted that, where the LA agrees to support transport to or from respite facilities, this transport is in place of the relevant journey to or from the home address for that school day and it is ultimately the responsibility of the parents' to supply the dates for respite to the Contracts Officer, on an ongoing basis, at least 5 working days in advance of travel.

Availability of transport is not guaranteed and all cases will be considered on an individual basis.

## **20 Extended Schooling**

The LA will not normally provide transport for pupils to access extended schooling. In these cases, parents will need to make their own arrangements to get their children to and from any activity that is outside the school's normal hours.

In some cases, schools are able to arrange transport and parents may wish to make use of these services. However, it should be noted that schools are able to charge parents directly for this service at cost.

The LA will only consider providing transport assistance to extended schooling if it is at no extra cost to the LA.

## 21 Dual Placements / Inclusion

Where a pupil attends more than one school, they may require additional transport (such as transport at lunchtimes etc). The schools will be responsible for arranging and paying for the cost of such transport. Where a pupil is based full-time at a school but visits another for inclusion purposes, the school where the pupil is usually based will be responsible for arranging and paying for transport. If the LA Transport Provider is used, they will invoice the school direct for any such charges. These arrangements will also apply to pupil referral units.

The LA has the discretion to arrange transport for integration purposes in some cases.

## 22 Residential Schools / Parent Visits

For pupils who are eligible for transport help to and from boarding schools, the following applies:

- We will generally provide help at the start and end of each half-term period (depending on the placement this generally totals 12 journeys per year).
- If your child is a weekly boarder, we will provide transport help at the start and end of the school week.
- Some schools have school buses that pick up from regional bus stops. We may provide help to and from those bus stops for pupils to make their onward journeys.
- We will not provide help with transport for parents or families to visit the school. If you want to visit (including the first day of school), you must make your own arrangements or contact the school.

Where the child attends an out-borough placement, the LA will fund 1 journey per academic year, for parents to attend their child's school for an annual review. However, these criteria do not apply in cases where pupils are attending a school which was initially chosen by means of parental preference (see section 6 for more information).

## 23 Standards of Behaviour

Any pupil may experience behavioural difficulties as a result of their SEN and the LA will work with schools, parents and transport operators to manage instances where the pupil exhibits extreme behaviour characteristics.

However, it is recognized that poor behaviour may affect the concentration of the driver, or the overall safety of the other pupils or any escort (if one is allocated to that run), and in some cases alternative arrangements will need to be made.

In consultation with schools, the LA may be required to issue periods of fixed or permanent exclusion from transport. Parents will be responsible for transporting their own children during any period of exclusion from transport. The DfES guidance states that non-provision of transport during these periods does not mean that the LA is not fulfilling its duty, merely that transport arrangements were made but as a result of behaviour, had to be removed.

Parents will be responsible for transporting their own children during any period of exclusion from transport.

Pupils who display unacceptable behaviour, when travelling with other pupils between home and school, will not receive a taxi of their own as a result of this behaviour.

The procedure for issuing warning and/or exclusions is set out within the SEN Home to School Transport Policy.

No eating, drinking or smoking will be allowed on any vehicle at any time.

## **24 Pupil Referral Units**

The LA expects all children attending pupil referral units to travel between home and the unit by bus. Please see section 2 for further information about free transport on London Transport buses.

## **25 Continuity**

We recognise that, for some children with SEN, change can be unsettling. As a result, we will make every effort to ensure that the same escort and/or driver is used on a regular basis. However, this will not always be possible (for example, due to illness, holiday entitlement, course attendance etc) and changes may need to be made from time to time to ensure the most efficient use of available resources. The LA will always try to provide as much notice as possible as the LA realises that this may cause anxiety for some children with SEN.

All parents and schools are advised to expect some journeys not to be carried out by the same team as normal (for the reasons listed above). In these cases, parents or schools must ensure that they take the name of the new escort and/or driver, ask to see their identification, and call into their transport company's headquarters to verify that person's identity.

In addition, the LA has a duty to spend public funds in the most appropriate and cost effective way. Routes will be reviewed regularly (particularly during the summer holidays) and separate routes, taking children to several different schools, may be brought together into one route where appropriate. These longer, larger routes will be reviewed periodically with the respective schools to ensure that concentration and attentiveness are not compromised by any change to the journey.

## **26 Transport Standards**

- Transport staff will be polite and make sure that passengers travel safely
- The driver has ultimate responsibility for the safety of all passengers and will offer seating on this basis
- Drivers and escorts will be trained and will have been checked by the Criminal Records Bureau
- We will provide transport in line with contractual standards and national legislation
- The vehicle should be on time, wherever possible

## 27 Short-term Changes to Transport

### 27.1 Pupils

#### **Where pupil does not normally receive transport assistance:**

Pupils who have short-term difficulties (e.g. a broken leg or other short-term illness) will not automatically be eligible for transport assistance to and from school. It is the parents' responsibility to make arrangements in these cases. However, consideration may be given during national curriculum years 11, 12 and 13 where the pupil is taking national examinations.

#### **Where pupil receives bus transport provision:**

Where a child receives home to school transport from a private bus company, and cannot get to and from a collection point (e.g. due to a broken leg or other short-term illness) temporary assistance may be offered as replacement for this service. Although the child's SEN has not changed, temporary physical or medical constraints make it difficult for this child to access the service.

#### **Where pupil temporarily changes address:**

Transport assistance will not be provided where a child who usually receives assistance moves to a different address in the short-term (e.g. due to family circumstances) if that address results in additional transport costs. The parent will be expected to pay any additional costs associated with the short-term move, or make their own arrangements.

The LA will only consider transport assistance for pupils with short-term difficulties after a period of 2 weeks.

### 27.2 Parents

#### **Where assistance would not normally be provided:**

If a parent is disabled (or has a short-term illness) and has difficulty in getting their child to school, then additional support may be provided by the Health & Disabilities Team on 020 8547 6364. Each case will be considered individually.

Parents who have short-term difficulties (e.g. a broken leg or other short-term illness) preventing them from being able to take their child to school will not be provided with transport assistance in these cases, as transport would not normally be provided, if parents were well.

#### **Where the LA has authorised a parental mileage claim:**

Where parents transport a child themselves, and claim mileage reimbursements from the LA, this does not mean that their child will no longer qualify for other transport assistance (e.g. a taxi). Temporary assistance may be provided in those instances when parents cannot transport for a period of time (e.g. due to a broken leg or other short-term illness), because this child is normally taken between home and school by car. Please note that transport arrangements can take 5 days to arrange (and where there is a need for a specialist vehicle, this may make take longer).

### **Where a pupil receives bus transport provision:**

Where a child receives home to school transport from a private bus company, and must be accompanied to and from a collection point by a parent (or guardian), no temporary assistance will be offered as replacement for this service if a parent (or guardian) is unavailable to take this child to and from the collection point (e.g. a broken leg or other short-term illness). This is because the child's SEN have not changed and the transport service from the collection point is still available. The change in provision, to supply extended transport from the home address, has been requested as a result of family circumstances.

## **28 Comments, questions and complaints**

We are constantly looking at ways to improve our service and we welcome comments from parents, children and school staff on any issues relating to the transport service we offer. If you have any complaints, please contact the Transport Manager directly.

- **For pupils who have places in taxis**

Contact the appropriate Transport Manager (we will give you details in our original letter).

- **For pupils who travel on the Atkins school bus**

Atkins Transport Management  
The RBK Transport Officer  
ATM House  
Unit A Burnt Common Centre  
London Road  
Send  
Woking  
Surrey  
GU23 7LN

Telephone: 01483 213111  
Fax: 01483 213131

If the Transport Officer cannot sort out your enquiry, please contact the Contracts Officer within our SEN Transport department.

SEN Transport  
Room 133  
Education and Leisure Services  
Guildhall 2  
Kingston upon Thames  
Surrey  
KT1 1EU

Telephone: 020 8547 5304  
Fax: 020 8547 5235  
email: [sentransport@rbk.kingston.gov.uk](mailto:sentransport@rbk.kingston.gov.uk)

If you have difficulty reading this document we can help by providing an interpreter, translation, audio tape, large print, Braille or on computer disk.

Contact Customer Services on: Phone 020 8547 6008, Fax: 020 8547 6153, or Email [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Arabic

إذا كانت هناك أي صعوبات في قراءة هذا المستند فيمكننا أن نوفر لك مترجم، ترجمة كتابية للمستند، شريط تسجيل، كتابة بحروف كبيرة، كتابة بطريقة برييل أو على قرص كمبيوتر. اتصل بخدمة العملاء أو اطلب من أي شخص يتكلم الإنجليزية أن يتصل بنا.

الهاتف: 020 8547 6008 (صوتي ومسجل)  
فاكس: 020 8547 6153

بريد إلكتروني: [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## French

Si vous avez de la difficulté à lire ce document nous pouvons vous aider en fournissant un interprète, un traducteur, une audiocassette, texte en caractère gros, braille ou sur disquette. Contactez le service clientèle ou demandez à quelqu'un parlant anglais de nous contacter.

Tél: 020 8547 6008

Fax: 020 8547 6153

e-mail: [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Korean

이 문서를 읽으시는데 어려움이 있으시다면, 통역, 번역, 오디오 테이프, 큰 활자체, 브리유 짐 자 또는 컴퓨터 디스켓을 통해 저희들이 도와드릴 수 있습니다. 고객 서비스에 연락하시거나 영어로 대화 가능한 분을 통해 저희에게 연락하십시오.

전화번호: 020 8547 6008 (음성 과 미니콤)

팩스번호: 020 8547 6153

전자우편 (이메일): [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Portuguese

Se tiver dificuldade em ler esse documento, nós podemos ajudar arranjando um intérprete, tradução, cassette audível, prensa grande, Braille ou disco de computador. Contate o Serviço para Consumidores (Customer Services) ou peça a alguém que fale Inglês para nos contatar.

Telefone: 020 8547 6008 (voz e minicom)

Fax: 020 8547 6153

E-mail: [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Tamil

உங்களுக்கு இப்பத்திரத்தை வாசிக்க சிரமமிருந்தால் ஒரு உரையெயர்ப்போ, மொழிபெயர்ப்போ, ஒலிநாடாவோ, பெரிய எழுத்திலோ, குருடர் மொழியிலோ அல்லது கணனி மூலம் பார்க்கலோ எங்களால் உதவ முடியும். எங்கள் வாடிக்கையாளர் வரவேற்பு சேவையுடன் ஒரு ஆங்கிலம் தெரிந்தவர் மூலமாகத் தொடர்பு கொள்ளலாம்.

தொலைபேசி: 020 8547 6008 (சாதாரண அல்லது செலிடர் அழைப்புக்கும்)

தொலைநகல்: 020 8547 6153

மின்அஞ்சல்: [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Farsi

اگر خواندنی این دستاویز برائی شما دشوار باشد ما میتوانیم که برائی شما مترجم، آدبوتیپ، تحریر بحروف بزرگتر، صفحه بریل یا کمپوتر دیسک مهیا کنیم. یا کستمر سروسز یا کسی را که زبان انگلیسی میداند بگوئید که با ما رابطه کند.

تلفن: ۰۲۰ ۸۵۴۷ ۶۰۰۸

فاکس: ۰۲۰ ۸۵۴۷ ۶۱۵۳

ای میل: [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Gujarati

જો આપને આ દસ્તાવેજ વાંચવામાં મુશ્કેલી પડતી હોય તો આપની સુવિધા માટે અમે અનુવાદક (ઈટરપ્રીટર) ની વ્યવસ્થા કરી શકીશું કે દસ્તાવેજને ભાષાંતર કરેલ, ઓડિયો ટેપ, મોટા અક્ષરોમાં છપાયેલ, બ્રેઈલ લિપિમાં અથવા કોમ્પ્યુટર ડિસ્ક ઉપર પ્રસ્તુત કરેલ ડિસ્કમાં આપી શકીશું. તે માટે કસ્ટમર સર્વિસનો સંપર્ક કરશો અથવા તો અંગ્રેજી બોલનાર કોઈ વ્યક્તિ સાથે અમારો સંપર્ક કરાવશો :

ટેલિફોન : ૦૨૦ ૮૫૪૭ ૬૦૦૮ (અવાજ અથવા મીનીકોમ)

ફેક્સ : ૦૨૦ ૮૫૪૭ ૬૧૫૩

ઈ-મેઈલ : [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Lingala

Soki ozali na ba mintungisi pona kotanga makambo ekomami, piso to koki ko sunga yo na koyela yo interprete, traducteur, cassette audio, aggrandissement, language ya ba signe (Braille) to disque ya computeur. Contactez service ya ba client to tuna moto moko oyo a yebi koloba Anglais a contactez biso:

Phone: 020 8547 6008 (voice & minicom)

Fax: 020 8547 6153

E-mail: [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

## Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹ ਨਹੀਂ ਸਕਦੇ, ਤਾਂ ਅਸੀਂ ਇਕ ਇੰਟਰਪ੍ਰੀਟਰ (ਦੁਬਾਸ਼ੀਆਂ), ਇਸ ਦਾ ਅਨੁਵਾਦ, ਇਸ ਦੀ ਆਉਡੀਓ ਟੇਪ, ਮੋਟਾ ਪ੍ਰਿੰਟ, ਬ੍ਰੇਲ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ 'ਤੇ ਪਰਦਾਨ ਕਰਕੇ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਸਟਮਰ ਸਰਵਿਸਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ, ਉਸ ਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਆਖੋ:

ਫੋਨ ਨੰਬਰ : 020 8547 6008 (ਆਵਾਜ਼ ਅਤੇ ਮਿਨੀਕੋਮ)

ਫੈਕਸ : 020 8547 6153

ਈਮੇਲ : [cust.serv@rbk.kingston.gov.uk](mailto:cust.serv@rbk.kingston.gov.uk)

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