

This leaflet will help you follow the correct procedures to ensure we offer a safe and efficient service for all children on transport provided by Plymouth City Council.

What do we do?

The School Transport Team decides who is entitled to free or assisted transport. We arrange suitable taxi and minibus transport and employ passenger assistants.

We arrange for special car seats and booster cushions to be issued and ensure the correct equipment is supplied for transporting wheelchairs. This service is paid for by Plymouth City Council.

The office is staffed from Monday to Friday during the term time from 7.30am to 4.30pm and during school holidays from 9am to 4.30pm.

See contact details on the back of this leaflet for more information.

DAY TO DAY ARRANGEMENTS

Will the driver or passenger assistant come to my door?

No, it is **your** responsibility to ensure your child goes to and from the vehicle and/or pick-up point. Please make sure your child is ready at the scheduled time.

If your child is not ready the driver is instructed to wait a maximum of three minutes and will then leave. It will then be **your** responsibility to get your child to school (or other destination).

Will the driver sound the horn to let me know that transport has arrived?

No, the Highway Code states that drivers are not allowed to sound their horns. You should look out for the transport arriving. Once the route is established the transport should arrive at about the same time each day but may be dependent on weather and traffic conditions.

Who do I contact if transport does not arrive?

You should contact the Transport Team if transport has not arrived within 10 minutes of the scheduled time using the contact number on the back of this leaflet and quote your route reference.

Who do I contact if I need to cancel transport?

If transport is not required for any journey, for whatever reason, it is your responsibility to inform the Transport Team of the changes, who will then inform the passenger assistant and the operator. If your child is off school for a few days it is also your responsibility to tell us when transport should restart. Please try to give at least one day's notice. If you do not tell us that transport is not needed and the Council incurs unnecessary costs, the transport may be withdrawn.

Please do not liaise directly with the passenger assistant and/or driver; you must request any changes or cancellations with the Transport Team.

You can text the cancellation details using the following number: 07800 005336 please confirm your child's name, route reference (in the box on the front of this leaflet) and which journeys you wish to cancel including the day/date.

Please note: You will not receive a reply when using this service.

Is it possible to change the time that my child is picked up or dropped off?

No, because the route runs in the shortest possible time. It is not possible for these times to be changed to accommodate parents' other commitments as there are over 800 children on transport each day. Transport is provided at school times only and will not be provided for extra curriculum activities.

What happens if I am not at home to receive my child?

If there is an **emergency** and you know you are not going to be at home, please telephone the Transport Team immediately. As a last resort we will take your child to Social Services if we cannot contact you. If you are regularly not at home to receive your child it is likely that the transport will be withdrawn.

Who do I contact if I am moving house?

Inform the school and the Transport Team. You will need to complete a new application form which is available on the Council's website. We will reassess your child's entitlement to free travel and may need to set up new transport. You will have to make your own arrangements to get your child to school during this period.

What do I do if I want my child to be collected or dropped off at an alternative address?

You will need to make any necessary arrangements yourself. The Council provides transport to and from the home address only.

Who do I contact if my child needs to go to respite care or to contact?

Ask your Social Worker to contact the Transport Team. If you don't have a Social Worker please contact the Transport Team for further advice. Please note: large items of luggage cannot be transported on the vehicle and you must make your own arrangements to get this to the respite provision.

How long will transport be provided for?

We will review transport on a yearly basis to ensure we are providing the appropriate transport for your child. When transport ceases parents must return car seats to Windsor House.

School early closures

We are not able to provide transport for school early closures (for example a lunchtime closure at the end of term). You will need to make your own arrangements for your child's transport home on these days. Schools are aware of this policy.

Mobile phones/ipads/tablets

If mobile phones/ipads/tablets are carried on school transport, Plymouth City Council will not take any responsibility for loss or damage to these items.

You should ensure they are adequately covered on your own insurance. Any games that are played on these devices whilst travelling must be age appropriate. Please be aware that children of all ages travel on school transport and if a game is deemed to be inappropriate your child may be asked to turn it off during the journey.



HEALTH AND SAFETY

Who do I contact if my child is going to change his/her wheelchair?

Please call the number on this leaflet informing us of the make, model and any specialist seating giving as much notice as possible to enable the relevant checks and action to be taken. The wheelchair will not be transported until an assessment has been completed, a passport disc attached and the correct equipment obtained. It will therefore be your responsibility to make your own arrangements during this period. It would be useful if you could provide a copy of the manufacturer's handbook.

An appropriate head rest/support must be provided and fitted for transport.

How can I help ensure that my child travels safely?

You can help us do this by ensuring your child is aware of the following:

- The importance of wearing a seat belt and keeping it fastened throughout the journey
- Not to distract the driver
- Not to throw things in or out of the vehicle
- Not to interfere with the doors or windows
- Eating and drinking are not allowed on the vehicle for Health and Safety reasons
- Bullying, vandalism or bad behaviour will not be tolerated and will lead to exclusion from transport
- Verbal or physical abuse of drivers or passenger assistants will not be tolerated and will lead to exclusion from transport
- Keep us up-to-date with any changes to medical conditions/behaviours
- Let us know what your child likes or dislikes and what they are interested in.

Please note: If your child is left at school (for example refusing to travel or behaviour issues) you will have to make your own arrangements to collect them from school.

All drivers and passenger assistants are Police checked

All the drivers and passenger assistants have had a full Enhanced Disclosure and Barring Service (DBS) check. They are issued with ID badges which should be worn at all times. Please ask to see this if you are unfamiliar with the person taking your child.

USEFUL INFORMATION

School Transport Team
Education, Participation and Skills
Plymouth City Council
Windsor House
Plymouth PL6 5UF

T 01752 308770
Office opening hours:
7.30am to 4.30pm (term time)
8.30am to 4.30pm (school holidays)

E school.transport@plymouth.gov.uk

The school transport team email address can be used for any non-urgent contact and the general response time is 10 working days.

Text number for cancellations 07800 005336

Please text your child's name, route reference and the journeys to be cancelled.

Application forms and up to date information are available on the web site.

Statutory school age:

www.plymouth.gov.uk/schooltransport

Post 16 – 25 years of age:

www.plymouth.gov.uk/post16SENDtransport

Please ensure we have your current home and mobile phone numbers in case of emergency.

SCHOOL TRANSPORT

Information for parents and carers



Your route reference: