



All you need to know about travelling to school on Special Educational Needs and/or Disabilities (SEND) transport

When your child is offered a place at specialist provision, the transport team will start making the arrangements for home to school SEND transport for those eligible who would like to take up the offer.

What you need to do

You will receive a Travel Needs Assessment form for your child either by email or through the post. Please complete it with as much information as you can as soon as possible and return it to us at the address given. You may want to involve your child in filling it in. Please remember to keep a copy of the form.

Travelling to school may be a new experience for your child but please be reassured that we will use the information you provide to support them with this. Once they have started travelling please let us know if circumstances change.

Please let us know if you move house, if there are changes to your child's medical needs including allergies, if you would like to share new strategies you have found which help them travel successfully, and anything else you feel is important. You will be reminded every year by your school to update your Travel Needs Assessment. You only need to complete this if there are changes to tell us about.

If you haven't received the form, or if you need support to complete it, please contact **educationtransport@norfolk.gov.uk**

Please remember, we can't make travel arrangements which meet the needs of your child until we have received your Travel Needs Assessment.

If you decide **not** to take the school place offered to your child, please let us know as soon as possible.



What the travel team will do

After we have received your assessment form, we will start planning your child's travel to and from school. When the plans have been made we will contact you with details of transport provider. Please be aware this process may take several weeks.

We will also share the information in your Travel Needs Assessment with your child's new school and with the transport provider so everyone knows how your child will be travelling to and from school and how to support them.



What you can expect of your child's transport provider

They will contact you to discuss pick up and drop off arrangements with you.

If things change for the transport provider, you can expect them to contact you directly on your contact number to let you know. This could include times when the transport will be later or earlier than planned at either picking your child up or bringing them home.

Transport providers will let school staff know when they arrive at school if anything has happened they should know about during the journey.

All new drivers and passenger assistants will have undertaken training which includes: introduction to the role, confidentiality and duty of care, data protection/GDPR, disability awareness, safeguarding, appropriate language and communication, boundaries and expectations. Any training regarding identified medical needs will be considered on an individual basis.

Transport providers will do all they can to contact you in good time if things change, but please remember there can sometimes be unforeseen circumstances where transport arrangements might change at short notice.



Practical tips for you

Once you know the details of your travel provider, please make sure you have their contact number saved. This will make it easier for you to contact them to let them know of any changes in your circumstances, for example, if your child has a hospital appointment and does not need to be taken in to school that day but will need collecting.

Think about the things which help your child feel calm and think about whether they could take some of these with them to keep them calm and safe on the journey.

Talk to them about what they might like to take. For example: a book to read or look at, a cuddly toy, an electronic device with headphones (camera turned off please), communication boards, card games or a weighted blanket. Please don't include irreplaceable things in case they get lost.

Put all the things your child needs in a bag they can carry, ready in time for the bus or taxi. Remind them they may be asked to put their travel things in a safe place during the school day.

If your child finds noisy environments difficult, they may want to take their ear defenders.



In the morning, try to make sure your child has had their breakfast and had a drink so that they are not hungry or thirsty on their journey. But don't worry if this is not possible. If your child has not had time for or refused breakfast, please contact the school and let them know.

If your child gets travel sick, you may want to make sure they have eaten in plenty of time before travelling.

Please remember that eating and drinking is not allowed when they are on the bus or in the taxi.

If your child takes medication to school, you will need to give it to the transport provider, and they will hand it to school staff when they arrive. You may be asked to sign a medication form. Please make sure you have discussed any medication required for your child with the school.



Arrivals and departures from school



Your child's transport will arrive at a designated place at school and there will be a routine every morning for greeting them. School staff will be available when your child arrives.

School staff will make sure your child is safely delivered to their transport at the end of the school day. They will tell the transport

provider anything they need to know that might affect the journey.

A trusted adult must be at home when the transport arrives to pick up or drop off your child. Please think about a back-up plan if, for any reason, a trusted adult cannot be at home due to an unforeseen circumstance/emergency situation, so your child can be safely met.

When they arrive home at the end of the school day, please do double check your child has left the vehicle with all of their personal belongings and/or medication.

If your child becomes unwell during the school day, your school will have its own arrangements in place to inform you and make arrangements for transport home. Each case will be considered on an individual basis.

SEND transport outside of the school day/term

You will need to transport your child to any induction or assessment days they have been invited to at their new school.

You will need to transport your child to any activities outside of the standard school day, including after school clubs.

SEND transport only operates in the school term, so you will need to transport your child to any holiday clubs. Some schools might provide transport for a fee.

TITAN supports young people to take their next steps to travel independently. It has a Ready To Go! Programme delivered in secondary schools and colleges and a post 16 programme called TITAN Plus.

More information is available at www.norfolk.gov.uk/titan

Contact us

You can contact the Norfolk County Council transport team on **0344 800 8020** or email educationtransport@norfolk.gov.uk You can find out more about next steps for independent travel at www.norfolk.gov.uk/titan

