



**Parent and Carer Guide**  
**Home to School Transport**  
**September 2022 to August 2024**

## **Introduction**

The Travel Assistance Service (TAS) team would like to welcome you and your child to the council's Home to School Transport Service.

Please find below information explaining our service.

## **What We Do**

TAS will arrange your child's Home to School Transport, and this will usually be with the transport company the council has appointed to provide transport for children to your child's school. It can take up to 5 days to arrange transport for your child but may take longer depending on the requirements needed to transport your child safely.

## **What Happens Next**

A member of the team may need to contact you should we require more information about your child's individual needs. Once the appropriate transport has been obtained a member of the team will contact you and forward all details regarding the transport arrangements either electronically, or by post.

The transport company will then arrange a 'meet and greet' appointment with you, your child and their transport team. At the appointment you will be given an opportunity to view the vehicle that the company will use on a daily basis.

The appointment will take place at a time and date to suit all parties, however please note that transport cannot commence until the meeting has taken place. At the meeting you will have an opportunity to ask any questions you wish and discuss your child's needs whilst on transport. You will also be given an estimated time for pickup of your child from home and drop off after school. Times can alter due to the flow of traffic on the roads.

## **Your help**

For the transport arrangements to run smoothly as possible we will require your support as parent / carer:

- Ensure TAS has your most recent contact telephone number(s) and email addresses.
- If you go away on holiday, or your child is poorly, advise TAS as soon as possible so transport can be placed on hold until you require it again.

- Should you wish to issue your child with a house key so they can enter your home unattended please let TAS know and a letter will be sent to you that will require your signature for authorisation, until this is returned you will be required to hand over and meet your child from the vehicle.
- We require an adult age 18 years or above to bring your child to the vehicle when the transport team arrive. If you are not available can you please let TAS know the person's name, relationship to child, and telephone number who will be assisting your child, these arrangements will be the same should you not be available for the return journey also.
- Have your child ready for school to avoid slowing the journey down. In some cases, the transport company will need to collect other passengers on route who attend the same learning establishment. If your child is not ready, the vehicle will carry on with its journey and a calling card will be posted through your door. It will be your responsibility to get your child to school and inform TAS that an afternoon collection is required.
- Upon return the same arrangement will be required for drop off. You will be required to collect your child from the vehicle when they are brought home.
- Your child cannot be handed over to any unauthorised adult at your home address without your prior authorisation being provided to TAS. Failure to not have an adult at home TAS may suspend your child's transport for up to five school days.
- Collection and drop off times may vary and cannot be arranged to meet personal needs.
- Should you child become unwell at school it will be your responsibility to arrange transport for their collection should it before the school day ends.
- For Safeguarding purposes please do not approach or ask the transport team / company to direct to hand over your child to another person as the request will be refused.
- All vehicles have a no smoking policy while transporting to and from the learning establishment.
- Any other changes in transport are required to be reported to TAS.
- Whilst we appreciate that your child's transport can cause anxiety and upset, poor behaviour will not be accepted. TAS and the transport company will work with you and your child to resolve any issues, but we do reserve the right to suspend services.

- The wearing of seatbelts is required for all journeys by law, if your child refuses or removes their seat belt this could result in a suspension of transport.
- If your child is a wheelchair user a crash certificate must be available before the wheelchair can be transported, please ensure all parts are in working order, should parts be broken, the wheelchair cannot be transported and it will be your responsibility to transport your child until it is repaired.
- Should you child's wheelchair change please ensure TAS are informed and the crash certificate and model number are provided.
- Zero Tolerance – the council's policy is that it will not accept any abusive behaviour from parents / carers, passengers or transport staff. Where any incident is experienced TAS will investigate the incident and again, the council reserves the right to withdraw the transport arrangements for your child.

Unfortunately, we cannot transport your child to an alternative address unless this has been approved by the Special Education Needs service (who approved your application for travel assistance) prior to the journey taking place.

TAS will only arrange transport to and from the home address. Unless otherwise stated on your application form.

### **Transporting medicine, personal items or money**

Should your child need to carry medicine or personal items while on transport the following measures need to be followed:

- Medicine and money should be placed into a sealed envelope / bag and clearly marked with your child's full name, description of item(s), and handed to the transport team.
- Personal items, such as mobile phones and music playing equipment (you must always provide ear phones), should be brought to the attention of the transport team prior to your child entering the vehicle.

The transport team will record items / medicines onto a 'Personal Items' record card for your child, which you will be asked to sign. The card will then be handed over at your child's school, and a signature obtained.

Your child is welcome to take personal items with them; however, the transport team will not be responsible for any personal items that have / haven't been recorded onto the card.

## **What to do if your child's School is Closed**

If your school has to close due to say poor weather (snow), or Covid, the school will advise you as part of their own procedures. TAS will also be told, so there is no need to contact TAS separately.

Your child's transport will recommence on the day school re-opens.

## **Complaints**

If there is an issue with your child's transport we would encourage you to work with the transport company to resolve. If you are still concerned or wish to make a complaint please contact the team ([Travel\\_Assistance@sandwell.gov.uk](mailto:Travel_Assistance@sandwell.gov.uk)).

## **Contact Us**

**Travel Assistance Service email** – [travel\\_assistance@sandwell.gov.uk](mailto:travel_assistance@sandwell.gov.uk)

### **Transport Contract Officers – mobile numbers**

Dee Watson – 07392 285423

Jagdeep Tiwana – 07392 285414

Rina Virdi - 07392 285412

Rob Shenstone - 07392 285426

### **Senior Transport Officer**

Jo-Ann Hodgetts - 07825 098219

### **Monitoring Officer**

Sabby Gakhal - 07760 172015

Annie Dawes - 07780 634852

This document will be reviewed throughout the 2 years, any amendments will be forwarded to you.