



Stirling and Clackmannanshire Education Service

# Additional Support Needs: Home to School Transport Guidelines for Parent and Carers



This guidance is for parents/carers of children and young people eligible for ASN Home to School Transport.

## 1 How Do I Apply for ASN Transport?

ASN requests for Home to School transport are dealt with through the Staged Intervention process, where an assessment of your child's need for transport will be undertaken. The assessment will also include whether it is felt your child would require an escort. If it is agreed to apply for transport, the headteacher or support co-ordinator will complete an ASN Transport Request form. This is sent to the ASN Officer for authorisation. If your child receives transport, it will be regularly reviewed with you and the team around your child. New requests will be completed by the end of March each year, in preparation for the following year.

## 2 Transport Arrangements

- 2.1 Education Department will initially inform you of the name of the transport operator, the escort if applicable. The operator will contact you with the pick-up and drop-off point and estimated collection time. You are advised that the pick-up and drop-off times may vary as the route is altered, or as other pupils are added to or removed from the route. The operator will inform you accordingly of any changes that take place.
- 2.2 You are fully responsible for the safety and care of your child until they get into the vehicle at the pick-up point in the morning and from the moment they get out of the vehicle at the drop-off point in the afternoon. You should watch for the arrival of the vehicle at your home or pick-up point. The arrival time of the vehicle should be consistent to within a few minutes either way but may vary slightly due to road and/or weather conditions. It is also your responsibility to ensure that you or another responsible adult is at home or the drop-off point, when your child is returned home from school.
- 2.3 Where parents/carers are not at home in the afternoon to receive their child and cannot be contacted, operators are advised to contact either the headteacher or the Transport Co-ordination Centre for advice. They will then attempt to contact you, or your emergency contacts so that arrangements can be made for you to pick up your child.
- 2.4 If the vehicle is persistently late, please contact the school office or the ASN transport team. Please try to ensure that your child is ready on time to board the vehicle, as operators are only obliged to wait **a few minutes** beyond the agreed pick-up time. Any delay may lead to concern by other parents and pupils on the route and may disrupt school start time. **If there is a problem on a particular morning, or your child is unwell and unable to attend school, then you must inform the transport operator.** You will also need to advise the transport operator when your child is able to return to school again.

- 2.5 If your child has not entered the vehicle at the allotted time and the driver has waited several minutes and then continued his route, you then become responsible for transporting your child to school yourself. If the situation continues that the operator is unable to take your child to school as arranged and has not been given prior notice, this may result in the withdrawal of the service and you will be responsible for getting your child to school.
- 2.6 Arrangements for the safe arrival and departure of pupils from the school site will be made by the school.

### 3 Escorts

- 3.1 Where provided, most escorts will be employed directly by the Council. A small number are employed directly by the operator. If you have any complaints or concerns about either the operator or escort you should contact either the ASN transport team or the school, who will work together to resolve any complaints or concerns. Contact details can be found at the back of this booklet.
- 3.2 You should give the operator/escort any advice and information you think is necessary regarding any individual or special circumstances relating to your child. This will help to ensure your child has a safe, calm and enjoyable journey to and from school.
- 3.3 If the vehicle has an escort provided, the escort will act as a link between you and school. However, it is preferred that you communicate with the school in writing, or by telephone and not by giving verbal messages to the escort. If you do need to pass a confidential message onto the school, please ensure it is in a sealed envelope.
- 3.4 Any medicines to be taken to or from school must be in sealed containers, with pharmaceutical labels as appropriate. It is not the escort or operator's role to administer medication for any pupils in their care, unless it has been agreed and signed off by you.
- 3.5 Where the vehicle provided is a taxi and an escort is required, it is recommended that the escort sit in the rear of the vehicle where they will be best able to supervise the pupils. You should report any concerns you have regarding the escort to the school or the ASN transport team.

### 4 Behaviour during transportation

- 4.1 The transport operator will report to the school any pupil whose behaviour in the vehicle becomes unreasonable or dangerous. Occasionally, an escort or operator may be hurt by an individual pupil. If this begins to occur more frequently, discussions will take place between you, the school, and the operator as to whether there is any measure which could be introduced to reduce the risk or if it is practical to continue to provide transport assistance for the pupil to the school.

## 5 Safety during transportation

- 5.1 Where vehicles are fitted with child locks or window locks, these are not normally used, as they can delay evacuating the vehicle in an emergency situation. However, in exceptional cases and after a risk assessment has been undertaken it may be necessary to use either child locks or window locks, to prevent a child trying to get out of the vehicle, window (or sunroof, where fitted), or throw items from the vehicle, whilst the vehicle is moving. If you think this issue may be relevant to your child, please advise either the operator/escort, school staff or the ASN transport team.
- 5.2 Vehicles hired by the Authority (other than public service buses or trains), will be fitted with seat belts. It is a legal requirement that where belts are fitted, they must be used. Please encourage your child to use the seat belt provided. Consideration will be given to withdrawing transport provision where a child persistently refused to wear a seat belt, or unfastened the belt whilst travelling.
- 5.3 Where your child needs to remain in their wheelchair whilst travelling, it is important that you inform the school in advance when a new wheelchair has been issued. A risk assessment will then be undertaken to ensure the wheelchair and your child are conveyed using the appropriate restraining equipment.
- 5.4 It is parents' responsibility to ensure that their child's wheelchair is serviced in accordance with the manufacturer's instructions. Particular attention should be paid to the braking system. You should not allow your child to use their wheelchair to travel in to or from school until any defects have been rectified.
- 5.5 In the event of an accident the operator will inform the school, parents, transport team and the education business support officer as soon as possible after the accident. The school may be asked to help notify you if the operator cannot reach you.

## 6 Changes to established journeys

- 6.1 Your child can only be provided with 'home to school' transport. If you require your child to be collected or dropped off at an alternative address such as childminders, relatives etc. and additional costs are incurred, then you would have to pay the extra cost yourself directly to the transport operator. Please note that all such requests should come to Stirling Council, Business Education Officer and cannot be agreed to if other children will be diverted or will have additional travelling time. Parents/carers should also note that 'door to door' transport is usually only guaranteed where the pupil would be unable to walk to a nearby pick-up/drop-off point, even if accompanied by their parent/carer or a responsible adult.
- 6.2 Your child may be allocated a seat on a public service bus, a coach, a minibus or a taxi, depending on the additional support needs of the child and the availability of vehicles in an area. It is important to note that your child may not remain on the same vehicle or with the same transport operator for the duration of their time at the school. Schools are regularly asked to reassess pupils' transport needs and this is built into each pupil's annual review.

- 6.3 The Authority tries to arrange routes to school, in a logical manner, taking account of where pupils live in relation to the school. Unfortunately it is not usually possible to amend routes and pick-up or drop-off times according to parent's/carer's individual commitments, such as work or childcare arrangements.
- 6.4 Due to the high cost of transport provision across the Council, it is important that unnecessary journeys are avoided wherever possible. If transport is not required on a particular day, e.g. because of a hospital appointment or illness, please let the school office and transport operator know in advance or, if it is short notice telephone to inform the operator as soon as possible and remember to telephone them again, when you wish the transport to resume.

## Useful Contact Details

### ASN Transport Team – Stirling Council/Clackmannanshire Council

Transport Co-ordination Centre: responsible for arranging all transport on behalf of the Education Service. Arranges routes and times with operators.

E-mail: [asntransport@stirling.gov.uk](mailto:asntransport@stirling.gov.uk)

Nicky Sowden, Education Business Officer: responsible for authorising ASN transport requests, managing escorts in conjunction with Stirling Council HR Department.

Tel: 01786 233211

E-mail: [sowdenn@stirling.gov.uk](mailto:sowdenn@stirling.gov.uk)

You can record the name and contact number of the transport operator here:

Name of transport operator taking my child:

Telephone number:

Name of escort:

Telephone number:



## Stirling and Clackmannanshire Education Service

Municipal Buildings, 8-10 Corn Exchange Road, Stirling FK8 2HU

### Clackmannanshire Council

Phone 01259 450000

E-mail [customerservice@clacks.gov.uk](mailto:customerservice@clacks.gov.uk)

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

### Stirling Council

Phone 01786 404040

Email [info@stirling.gov.uk](mailto:info@stirling.gov.uk)

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