

Leicester
City Council

Children and Young People's Services

**Home to School
Transport Policy
For Children with
Special Educational Needs/
Disability/Mobility Needs**

February 2010 (Final draft)

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1. BACKGROUND

1.1 Introduction

- 1.1.1 This policy for pupils with special educational needs, disabilities and mobility needs is supplementary to the main transport policy which applies to all pupils. It is specifically concerned with transport from home to school at the start of the school day and transport from school to home at the end of the school day.
- 1.1.1.1 The main transport policy explains the underpinning legislation and policy, including sections on unsafe routes (section 2.3) and the Local Authority (LA) obligations for parents in receipt of free school meals (FSM) or high level working tax credits (section 3).
- 1.1.2 While the Authority endeavours to arrange educational provision as near as possible to a pupil's home, if the provision is a special school or a mainstream school with special facilities, pupils may have to travel several miles from home. This policy explains how Leicester City Council assists with these travel arrangements for children with specific needs and outlines the responsibilities that parents and the Council have in this process¹. It also explains the context for providing support with travel needs for those children with qualifying SEN/disabilities/other mobility needs who are offered a school which is under the statutory walking distance threshold.

1.2 Legal framework

- 1.2.1 Sections 508 to 509 Education Act 1996 set out the statutory obligations and powers of local authorities to support children with transport to and from school. These provisions are mandatory for children of compulsory school age ie under 16, and discretionary for children over the age of 16. Any provision that is made for children over 16 must not discriminate between those with or without learning difficulties or those who attend the maintained or non-maintained sixth form or Further Education sector, the law therefore seeks to promote parity of treatment for those cohorts of children. Section 444 of the same Act requires parents to ensure that their child attends school regularly.

Statutory distance is defined as:

**2 miles for a child under 8 years of age; and
3 miles for a child who has attained the age of 8 years.**

- 1.2.2 These distances are defined in Section 444 of the Education Act 1996 and they have long been established in detailed government guidance. The shortest available walking route is used to measure the distance between home and school, although this does not require that the child should necessarily walk.
- 1.2.3 Following the introduction of the provisions within the Education and Inspections Act 2006, further assistance is available to families who meet

¹ The relevant statute in this respect is s.508 B (2) (a) Education Act 1996 and (Schedule 35B (15) Education Act 1996)

certain eligibility criteria. These are defined in Section 3 of the Leicester City Council Home to School Transport Policy.

1.3 Assessment

- 1.3.1 If the distance from home to the school where the Authority itself has allocated the child a place is more than the statutory distance, then the transport is provided. Many children who have Special Needs and receive transport assistance are so entitled because of the distance. Other children with Special Needs, who travel, and are under the statutory mileage, will have their transport authorised on the basis of their individual need. The Authority's eligibility criterion is described in Section 2.1 and 2.2.

1.4 Suitability

- 1.4.1 In the provision of home to school transport for those children with qualifying SEN/disabilities/other mobility needs the Authority will endeavour to follow established best practice. It will make arrangements that enable an eligible child to reach school without such stress, strain, or difficulty that would prevent them from benefiting from the education provided. The arrangements will be designed allow the child to travel in reasonable safety and in reasonable comfort.
- 1.4.2 Best practice suggests that the maximum each way length of journey for a child of primary school age might be considered to be 45 minutes; whilst a child of secondary school age might be expected to travel up to 75 minutes each way. Similarly, a child's special educational needs and/or disability might be such that it implies a shorter maximum journey time. Whilst the duty to make travel arrangements does not necessarily imply a door to door service, arrangements will not expect a child or young person to walk an unreasonably long distance to catch a public service bus, or a bus journey that ended an unreasonably long distance from the school. The maximum distances will depend on a range of circumstances, including the age of the child, their individual needs and the nature of the routes they are expected to walk to the pick up or set down points.
- 1.4.3 The Authority will ensure that the authority's employees or employees of contractors whose duties on behalf of the local authority involve a high degree of contact with children or vulnerable adults (involving regular caring for, supervising, training or being in sole charge of such people) are subject to enhanced Criminal Records Bureau (CRB) checks. This will include drivers and escorts. Details of the work instructions given to local authority employees are available in a booklet called '*Community and Special Needs Transport for adults and children – passenger assistant and driver – work instructions*'. The contract between the local authority and private companies that provide home to school transport has a section called 'Code of Practice'. This set out quality standards for non-local authority transport services. Both documents are available from:

The Home to School Transport Team
Marlborough House
38 Welford Road
Leicester
LE2 7AA

1.5 Process

1.5.1 As part of the statutory assessment process, the Local Authority receives written reports from a range of professionals such as the School, Educational Psychologist and medical professionals. The Casework Officer will consider the information contained in these reports in order to determine whether pupils meet the SEN Transport Criteria using the Transport Criteria information sheet. (See Appendix 11).

1.6 Transport application for SEN students in compulsory education (*SEN students in Further Education are dealt with in 2.6 and Section 6 of the Post 16 Transport Policy*)

1.6.1 Where the transport need has not been assessed at the annual review or as part of the statutory assessment process, it will be necessary for a transport request form to be completed. (See Appendix 6). Information is required on the mobility of the child, any special medical conditions and any special equipment required. The form should be passed to the Special Needs Co-ordinator at the school for endorsement. The view of the Special Needs Co-ordinator at the school will be taken into consideration when assessing the need for transport. A review of transport will be required for all pupils at the time of the Annual Review of the Statement.

1.6.2 The information provided on the transport form will inform the decision on the need for an Escort. Where an Escort is requested, it should be clearly defined why an Escort is necessary and what action the Escort may be required to undertake en-route. (See Appendix 6).

1.7 Setting up arrangements

1.7.1 At the finalised statement stage, a summary of the Authority's Transport Policy will be sent to the parents for their information (see Appendix 3) with an agreement of transport conditions for the parent/carer to sign. (See Appendix 1). Where transport has been agreed, a risk assessment will be carried out (see Appendix 10) by the Operational Transport Risk Assessor who will recommend the best form of transport to the Local Authority. This may take up to two weeks before transport commences. However, transport will be provided as soon as possible, and may not take that long.

1.7.2 If transport is agreed and the school place becomes available before transport can be arranged, parents/carers may be asked to provide transport on a temporary basis. An agreed mileage allowance will be paid if this exceeds two weeks. This is often beneficial for all concerned because it provides an opportunity for contact between the parent and the school, during settling in.

1.8 Frequency of journeys

1.8.1 This is normally daily during term-times but for children attending residential schools it could be weekly, monthly or termly. Long-distance placements will carry a maximum entitlement of six journeys a year (i.e. the beginning and end of each term), although in these cases the parents will be encouraged to take their child in the interest of close home-school contact.

1.8.2 If a child is attending lessons for part of the school day transport will be provided at the beginning and end of their session. This would be

considered an exception to normal arrangements and as such would need to be authorised by the City Council.

- 1.8.3 Only journeys to school and to home will be undertaken. Where a pupil needs to attend a second school on the day the travel arrangements will be made and costs met by the school, unless it is directed by the Local Authority.

1.9 Mode of travel arrangements

- 1.9.1 The Authority will arrange transport that is the most cost effective and appropriate, taking into account the specific needs of the child. In meeting the home to school transport needs of each individual child and seeking to ensure economy, efficiency and effectiveness in the provision of the service, managers will consider (in addition to the child's specific needs) such factors as: the location of home of the child: the location of school the child is attending; the number of other pupils living in the same vicinity and attending the same school or a school on the route to that school; traffic conditions; the availability of service and/or contract buses and other operational issues that might affect the travel arrangements.
- 1.9.2 Taking into account all the relevant factors, a senior manager of the service will make provision by minibus, taxi or by issuing a bus pass. The decision is reviewed regularly. When transport is agreed, the level of provision is determined; for example the degree of supervision and/or specialist equipment necessary. Should parents/carers wish to appeal against the Authority's decisions on the mode and/or method of transport they can appeal against the arrangements. See paragraph 1.13.
- 1.9.3 In some cases the Authority may offer a parental contract. Under a parental contract it is possible for parents or carers of children entitled to transport, to make their own arrangements to get their child(ren) to school. If this is by private vehicle, the City Council will pay a mileage rate², in other cases the Council will meet costs subject to certain conditions³. A parental contract will generally only be offered where the cost of a parental contract is cheaper than other forms of transport.
- 1.9.4 Parents are under no obligation to accept the offer of a parental contract. If they prefer their child(ren) to use Authority provided transport, this will be provided. Parental contracts are designed to provide a broader range of transport options and are available to those who wish to take up the offer. If a parent takes up the offer of a parental contract, full details of the arrangement and appropriate claim forms will be provided to the parent by the Council's Passenger and Transport Services.

² In the financial year 2009/2010 the mileage rate payable was 39p per mile. The mileage payment will be based on the miles travelled taking a child to and from school (to a maximum of two round trips per day), using the shortest practical journey between the two points.

³ If parents wish to make arrangements other than by private vehicle, then the Authority will meet the agreed costs if those costs are cheaper than the lowest cost option that the Authority can provide.

- 1.9.5 The range of transport and support options is illustrated on the following matrix.

Special Needs Transport	Vehicle	Escort	Equipment
Where the criteria is met	Bus pass or parental contract		
Provided where necessary	Council vehicle or contract vehicle	Escort	Seat/harness Space for wheelchair
Special provision	Wheelchair - compatible vehicle	Escort	Specialist seat or special wheelchair

1.10 Unsettled children

- 1.10.1 The decision on transport will take into consideration the changing circumstances of pupils who are unsettled. However, regular work commitments or domestic difficulties of the parents will **not** normally be considered. Parents are expected to take their responsibility in enabling their child's attendance at school.

1.11 Children of Gypsy and Traveller families

- 1.11.1 The decision on transport will take into consideration the circumstances of children of travelling families. (Any concerns about Gypsy and Traveller pupils should be referred to The Traveller Education Service on 0116 305 5153).

1.12 Independence training

- 1.12.1 All secondary aged pupils who have been assessed previously as requiring transport assistance because of their special needs will receive support for independence and mobility training as part of their school curriculum. This has the aim of reducing their reliance on individual transport, in preparation for adult life.
- 1.12.2 Leicester City Council, in partnership with Leicestershire County Council, is currently (2010) working with a company called CragRats to design an educational programme to increase the number of students with special educational needs that use public transport. The programme's function is to empower and enable individuals to identify ways to overcome transport barriers in travelling to and from school and travelling for leisure purposes. A particular focus is placed on developing higher levels of competence and confidence with regard to independent travel skills. The main vehicle for delivering the programme is a theatre-in-education tour, supported by paper and web based learning materials.
- 1.12.3 Plans to encourage independent travel must be put in place by the school and parents/carers, working in partnership to mutually agreed targets. Progress will be evidenced at each subsequent Annual Review. This step is

regarded as a positive achievement towards the pupil's progress in becoming an independent traveller.

1.13 Appeals

- 1.13.1 Should parents/carers wish to appeal against the Authority's decision not to provide transport or the mode of transport provided then they should write to:
- 1.13.2 The Special Educational Needs Transport Appeals Panel
Marlborough House
38 Welford Road
Leicester
LE2 7AA
- 1.13.3 Appeals will be heard by three independent panel members (two officers of the Council and one parent who has a child receiving assistance under this policy) appointed by the Strategic Director for this purpose. Panel members will consider representations from parents/carers, management representatives and professional advisors including the Special Education Case Work Officer.
- 1.13.4 Parents/carers will be informed of the Panel's decision, in writing within 4 weeks of the receipt of the appeal.

2. ELIGIBILITY CRITERIA

2.1 Eligibility for pupils in compulsory education

2.1.1 All children with Special Education Needs will have their transport needs considered during formal assessment. For children living less than statutory distance from school, the following evidence will be required. (See Appendix 6 for a copy of the relevant form).

2.1.2 Written evidence from a range of sources, for example, Educational Psychologist, parents and school SENCO, that describes the child as having:

- **Long term⁴ severely restricted independent mobility**, due to a physical disability e.g. severe cerebral palsy requiring the daily use of significant physical aids such as a wheelchair.

An escort would not normally be necessary but may be needed where there are additional factors. e.g. Oxygen dependency.

- **Long term severely restricted independent mobility due to a medical condition resulting in severe persistent pain and/or extreme fatigue.** An example of this might be juvenile arthritis.

Access to an escort would not normally be necessary but this would depend on additional factors

- **Long term restricted mobility due to a medical condition resulting in serious persistent health and safety risks.** Examples of this might be intractable seizure disorders. e.g. Epilepsy.

Access to an escort may be required but is essential where there is known to be a potentially life threatening medical condition.

- **Impairment resulting in severely restricted oral communication skills.** Examples might be profound hearing impairment or severe autism or severe language disorder.

Access to an escort may be a requirement where a child has no effective verbal communication at all. It may not be necessary in the later stages of education when independence skills are established.

- **A sensory impairment resulting in severely restricted mobility.** An example might be a severe visual impairment.

Access to an escort is a usual requirement where a child is effectively without functional sight, It may not be necessary in the later stages of education when independence skills are established.

- **Cognitive abilities within the range associated with Severe Learning Difficulties.**

Access to an escort may be necessary if the pupil is known to demonstrate constantly challenging behaviours resulting in an identified

⁴ Long term describes something that is likely to last for at least a year or for the rest of the life of the person affected. This can include intermittent or sporadic conditions such as epilepsy or multiple sclerosis.

risk to their own and others' safety during travel. However, depending on individual circumstances, access to an escort is not normally necessary for secondary aged pupils or older primary aged pupils with severe learning difficulties unless the pupil also has additional physical or medical difficulties.

- **Severe behavioural emotional and/or social difficulties in comparison with other children of their age.**

This may be linked with cognitive ability or be as a result of a specific development disorder. Some children with moderate to severe learning difficulties are extremely vulnerable in social settings, due to their lack of independence and social skills. An example might be a pupil with cognitive abilities at the bottom of the range associated with moderate learning difficulties who shows extreme vulnerability. Another example might be a secondary aged pupil with Asperger's Syndrome who is known to have very little awareness of personal danger.

Access to an escort may be necessary if there is specific evidence of behaviour that poses an identified risk to their own and others' safety during travel.

2.2 Additional transport requests (medical/mobility/disability grounds)

- 2.2.1 Where a child's normal transport arrangements are considered not appropriate, as a result of an accident, planned surgery or an illness, which results in a temporary inability to use the current transport, arrangements on medical grounds will apply. The following must be followed:
- 2.2.2 Requests for revisions to the transport arrangements must be made **in writing** to the CYPS Transport Department Marlborough House, by the applicant, or someone on their behalf, giving a minimum of 5 days notice.
- 2.2.3 Supporting medical advice must be provided to accompany this request. The Local Authority must be in a position to determine:
- 2.2.3.1 full medical details of the condition, including timescales for recovery;
 - 2.2.3.2 written medical confirmation regarding the child's fitness to return to school;
 - 2.2.3.3 the likely period for which revised transport arrangements may be needed;
 - 2.2.3.4 the type of vehicle needed, where appropriate, for example, where the child is in a full body cast;
 - 2.2.3.5 any manual handling risks;
 - 2.2.3.6 any implications for escorts.
- 2.2.4 Schools and health professionals should not give parents expectations that requests for additional transport will be agreed automatically by the Local Authority. All decisions will be based on the facts provided to the Transport Manager, who will consider each individual case, taking into account the

needs of the child, the availability of appropriate transport and any significant increase in the costs.

2.2.5 In all cases, the Transport Manager would seek information as the possible options and associated costs. These may include:

2.2.5.1 placing the child on a different route;

2.2.5.2 providing a separate or different vehicle;

2.2.5.3 providing a specialist vehicle with medical support.

2.2.6 Appeals against decisions not to provide additional transport should be in writing to the Transport Manager, to be considered by the Appeals Panel. (See section 1.13 on page 9).

2.3 Children's Hospital School

2.3.1 Students attending this school meet the criteria in sections 2.1 or 2.2. Transport will be considered as in section 1.9.

2.4 Nearest Appropriate School

2.4.1 Free transport to school is provided if the school attended is the "nearest appropriate school" defined as being "appropriate for the child's age, ability and aptitude (including any special needs) and which has spaces and which additionally represents an efficient use of the Local Authority's (LA) resources".

2.4.2 If the parents' preferred school is further away from the child's home than another school that can meet the child's special educational needs, the LA will name the preferred school on the statement with explicit reference in Part IV of the statement that the parents will endorse and agree to meet the transport costs of all of the transport. (in accordance with SEN code of practice in 8.87).

2.5 Specific circumstances

2.5.1 Looked After Children

2.5.1.1 Transport will be provided for a Looked After Child when their place of residence is within the Leicester City and they are attending a Leicester City school and meet the criteria in section 2.1 or 2.2. Where a decision is taken to place a City child in another Authority's school the cost of this provision will be met by the Local Authority responsible for the child.

2.5.2 House move

2.5.2.1 Parents of a pupil currently receiving transport who move house should provide one month's notice to the Authority and their eligibility will be reassessed. The Authority may offer to move the pupil to a nearer suitable school bearing in mind any special circumstances, for example, examinations or students in their final year. Should this offer be refused the current school may be

deemed as a “parental choice” and not meet the criteria in section 2 of this policy

2.5.3 Residential Placements

2.5.3.1 Transport will be provided to residential schools on a weekly, fortnightly or termly basis if parents are unable to transport themselves. The Authority would expect parents of children with special educational needs to transport their child, wherever possible, as an important means of communication with the Residential School. Parents should arrange this with Operational Transport and a mileage allowance can be paid.

2.6 Exceptions

2.6.1 Where transport is requested in circumstances which fall outside the Authority’s statutory duty, it will be refused.

2.6.2 Transport will not be provided:

2.6.2.1 if the school attended is not the one which the Authority deems to be the nearest appropriate school;

2.6.2.2 to extra curricular activities or between institutions within the school day. (For journeys of this nature the organising school or institution will be responsible for transport arrangements);

2.6.2.3 to dental or hospital appointments, or other non-educational appointments;

2.6.2.4 at a time other than standard school times e.g. home during the day or late after school, unless it has been agreed in advance;

2.6.2.5 following misbehaviour occurring on transport, which threatens the Health and Safety of staff and/or other pupils. After three written warnings transport will be temporarily suspended and discussions will take place with the school head and the parents. A decision about restoring transport will be made collectively following the discussions with the school head and the parents;

2.6.2.6 where a child is staying in Respite Care, outside the City area. (The Children and Young People’s Services, Social Care Department, has responsibility for the transport of pupils/students to and from respite care facilities).

2.7 SEN Students aged 16 – 24 & 25 years before the start of the 13th of September attending Further Education. (See Section 6 of the Post 16 transport Policy)

2.7.1 The LA has a discretionary power to provide transport assistance to those over compulsory school age. Provision is made available to students at a subsidised level, with a contribution from the student.

2.7.2 Students unable to use public transport must complete a transport request form (obtainable from the college) with the college’s endorsement on why transport is needed. (See Appendix 7). It should be noted that it is not always possible to meet variable start and finish times.

- 2.7.3 Students must be resident in Leicester City, and attend their course of study full-time (over 16 hours study time), at a school/college which is the nearest one offering relevant study to the chosen career path.
- 2.7.4 Subsidised transport may be provided by the LA if:
- 2.7.4.1 the school/college is more than 3 miles away; and/or
 - 2.7.4.2 the need for transport has been agreed by the Authority because the student is unable to use public transport and meets the criteria above in sections 2.1 or 2.2.
- 2.7.5 Students will be expected to contribute towards the cost of transport, unless the family is on income support or income based job seekers allowance. This is as in the published policy for all post 16 students. Information is available on the Council's website www.leicester.gov.uk/education/transport.
- 2.7.6 On completion of an Independent Travel Training course and by recommendation from the travel trainer the student will be issued a bus pass when appropriate after Independent Travel Training. Students are encouraged to gain independence by using commercial buses, which provide an environmentally sound form of transport.
- 2.7.7 A student may continue to receive help past 21 years of age if on a continuing course of study commenced before the age of 21. However, it is expected that a course of study should not exceed 3 years. Transport assistance will not be provided after the age of 24 years prior to the start of the new term. Assistance past this age must be sought from the College.

3. TIMING AND PLACE OF PICK-UP AND SET-DOWN POINTS

3.1 General principles

- 3.1.1 Pupils/students will be picked-up and set-down either from home, where their needs require this, or a convenient pick-up/set-down point. The Council's Operational Transport Team will notify these arrangements to parents.
- 3.1.2 Parents must take and collect their child safely to and from the vehicle (unless through prior notice and that due to medical conditions they are unable to do so, which should be indicated on the application form).
- 3.1.3 Pupils/students are expected to complete a full day (09:00-15:00) and fit to into the normal timing of transport. Where a pupil's/student's day starts or finishes earlier or later the pupil/student would be required to make other transport arrangements outside of the Authority provision, unless this is a regular variation made by the parent/school in agreement with the Authority.
- 3.1.4 If parents/carers wish to request occasional variations to their daily arrangements they should first notify the Operational Transport Team. If such a request would result in an extension to the time that other pupils/students are on the vehicle, an alteration may not be possible.
- 3.1.5 If the variation is an extension to the existing route at the beginning and end of the day with additional financial implications the parent/carer may be asked to reimburse the Operational Transport Team.
- 3.1.6 The collection and set down arrangements will be reviewed annually and students will be encouraged towards independence.

4. ESCORTS

4.1 General

- 4.1.1 The provision of an escort is subject to evidence of need provided by the information given in the criteria analysis, or from the Special Educational Needs Coordinator or headteacher, and with the recommendation of the Authority risk assessor.
- 4.1.2 For any child entitled to transport, an escort will be provided to accompany him/her to school if it is considered that the health and safety of the child, driver or anyone else travelling in the vehicle would be at risk if not provided. This arrangement will be reviewed annually, since the need for an escort may change, as the child grows older.
- 4.1.3 Escorts are normally provided only where the child has:
 - 4.1.3.1 a severe physical condition;
 - 4.1.3.2 a medical condition requiring immediate treatment;
 - 4.1.3.3 severe behavioural difficulties.

4.2 Training and quality assurance

- 4.2.1 Escorts are given a range of training, including first aid and manual handling techniques. The level of training is kept under review to ensure that the needs of all children carried can be met. (See Appendix 4 for full details of training and quality assurance).
- 4.2.2 Escorts will have had an Enhanced Criminal Records Bureau check for people working with children and vulnerable adults before taking up duty. They will display their ID badge at all times when on duty.
- 4.2.3 Escorts monitor the pupils and ensure their safety while the journey is in progress. They familiarise themselves with the children and ensure good behaviour during the journey.
- 4.2.4 An escort transporting a child with medical needs will carry a folder containing the necessary medical information with advice on what to do in an emergency. This will be provided and updated by the Operational Transport Team.
- 4.2.5 In the event of a medical emergency, the escort (or if no escort, the driver) will administer first aid and where necessary summon the emergency services for assistance. The escort/driver will not administer medication, unless specifically trained and registered to carry out the particular procedure required. The escort should take notes on the pupil's well-being, care for them on site and report back to Operational Transport. (OT will notify parents, schools and the Authority, as appropriate).

5. VEHICLES AND EQUIPMENT

5.1 General

- 5.1.1 The Operational Transport Team will determine the best form of transport for the benefit of the pupil within the resources available to the service. Vehicle types will vary from cars to 14 seat mini-buses.
- 5.1.2 All vehicles used by the Leicester City Council will meet the necessary legal requirements and contract conditions, and carry a telephone or radio for emergencies.
- 5.1.3 Vehicles will be fitted with seat belts. All seat belts and special equipment, where fitted, must be used by all passengers and drivers, unless there is a medical certificate advising to the contrary. In such cases, other forms of safety protection will be considered, as part of the risk assessment process.
- 5.1.4 Passengers refusing to wear a seat belt may be refused transport. It will then be the parent's responsibility to make arrangements for getting the child to school.
- 5.1.5 Operational Transport will require prior notice of changes in any special equipment (e.g. wheelchair/buggy). If any changes are made without prior notice, it will be the responsibility of the parents/carers to transport the pupil to and from the school until the necessary operational changes can be made.
- 5.1.6 For children with special requirements, agreement may be made to reimburse parents' transport costs where the Authority would normally provide transport, provided that this does not cost more than the transport that is already available.
- 5.1.7 Only wheelchairs certified as being successfully crash tested will be permitted to have a passenger travel in their wheelchair on a vehicle.

6. DRIVERS

6.1 General

- 6.1.1 Drivers will hold an appropriate and valid driving licence for the class of vehicle and be free of any serious convictions and endorsements.
- 6.1.2 Drivers must meet the criteria laid down in the MIDAS training handbook document, a standard for drivers using vehicles at work, and be first aid trained.
- 6.1.3 Drivers employed and sub contracted by the Authority will have had an Enhanced Criminal Records Bureau check for people working with children and vulnerable adults before taking up duty. They will wear an ID badge at all times while on duty. These requirements form part of the contractual agreement and quality standards.
- 6.1.4 Drivers will receive some essential training to cover escort duties, so that they can transport children where an escort is not required.
- 6.1.5 In the event of a road accident the driver is responsible for exchanging details with other parties involved, and making out an accident report form for Operational Transport. Risk Management and Legal Services teams will be informed by Operational Transport where necessary.

Parent/Carers Agreement

While my child is receiving transport to school, I agree to the following.

1. Ensure that my child is ready at the agreed time of pick-up when the vehicle arrives at our home or at the pick-up point. (Transport staff are instructed not to wait over 5 minutes).
2. Be there to meet him/her at the set down point on return, or agree in writing in advance that another responsible person will do this.
3. Notify Operational Transport of any alteration in the existing arrangements, giving five days notice wherever possible.
4. Ensure that my child understands the standard of behaviour that is expected whilst travelling to and from school. This is set out in the Code of Behaviour for Pupils. (See Appendix 2).
5. Ensure that my child understands the need for safety and that the wearing of a seat belt or harness is essential.
6. Inform Operational Transport if my child is unwell and will not be travelling to school.
7. Inform Operational Transport of any change of equipment or travelling requirements, or any change in medical needs.
8. Ensure that the Authority at Marlborough House is informed of any change in address in advance.
9. Pay for any wilful damage caused by my child.
10. Supply the Operational Transport department with general and emergency contact details for getting in touch with me.
11. Only wheelchairs certified as being successfully crash tested will be permitted to have a passenger travel in their wheelchair on a vehicle.
12. Medicines must have the original label and packaging.
13. Money will be looked after by staff during the journey if it is bagged and clearly labelled with the child's name and the amount.

Furthermore, I understand that:

14. escorts are not responsible for the administration of drugs or any medical procedures;
15. the transport may be withdrawn if my child's behaviour is persistently unacceptable
16. If the transport is withdrawn because of bad behaviour I must take him/her to school.

Signed..... Name

For child Date

Transport – Code of Behaviour for Pupils

1. Always be punctual. The transport has a time schedule to keep.
2. If waiting at a pick-up point, stay safe by keeping away from the road. All children with Special Needs should be supervised whilst waiting for the bus.
3. Children should get on or into the vehicle one at a time.
4. Wear a seat belt at all times and remain seated throughout the journey.
5. Bags must be kept out of the gangway.
6. Do not speak to the driver whilst he or she is driving, unless there is an emergency. The escort is there to help you.
7. Be reasonably quiet in the vehicle. Excessive noise can disturb the driver.
8. At the end of the journey, wait until the vehicle has stopped before getting out of your seat.
9. Do not eat, drink, smoke or drop litter in the vehicle.
10. Always follow the instructions of the driver or escort.
11. Be considerate towards other passengers and behave sensibly at all times.
12. If you cause damage, you (or your parents) will have to pay for it.

If you break these rules you may lose your entitlement to transport and your parents will have to make alternative arrangements to get you to school.

Notes for Parents

1. Summary of the Authority's Policy

Distance criteria

Transport will be provided only:

- if your child attends the nearest appropriate and allocated school;
- to children aged 4-7 years if the child lives more than 2 miles from the school;
- to pupils aged 8-15 years if the pupil lives more than 3 miles from the school;
- to pupils aged 16-24 years if the pupil is receiving full time education and lives more than 3 miles away.

Special needs criteria

Transport will also be provided for pupils:

- with a physical disability, specific medical needs, or suffering from psychological ill-health who live under the statutory mileage. (The School/ College must endorse the need for transport and medical advice will be sought where appropriate); An indication of special need is where a child would not be able walk to school accompanied through a medical or physical disability.
- Where the behavioural and emotional needs of the pupil even if accompanied by a parent are such that transport is necessary for safety reasons.

For more information contact the Educational Transport Department (0116 252 7802 and request a copy of the Transport Policy for children with Special Educational Needs.

Although the Authority may offer transport assistance, it is still the responsibility of parents to ensure that their children get to school.

2. What transport assistance you will receive

Your Child may be given a free bus pass to use a school bus or public transport. If your child is unable to use this form of transport, then a Council mini-bus or contracted vehicle may be provided, with or without an escort. In certain circumstances, arrangements can be made to allow parents or carers to transport their child by car and the City Council will then pay a mileage rate. Such arrangements will only be agreed where it is of lower cost than other forms of transport.

The decision of which type of transport to be provided will be at the discretion of the Director of Children's Services delegated to the Operational Transport Department Manager and based on economic considerations and on the advice of the Risk Analysis and Health and Safety teams.

When alterations to the normal provision of transport occur, parents will be consulted wherever possible and informed in advance.

3. Safety

Children's safety and welfare will always be the main priority. All vehicles used by the City Council will meet the necessary legal requirements and will be fitted with seat belts. Each vehicle carries a telephone/radio link in case of emergencies. Escorts and Drivers are trained to an approved standard. Your child is expected to behave in a safe and appropriate manner. If your child misbehaves persistently, transport may be withdrawn. Any damage incurred by your child whilst travelling will be your responsibility.

4. What you can do to help

In advance

On the application form you will need to provide information on what the child likes to be called, the age of the child and emergency contact numbers, physical needs, medical needs, what the child likes and dislikes, what the child is sensitive to, or any fears that the child may have when travelling. This information will be held on file by the Operational Transport team along with days of attendance, escort requirements and special equipment required, including wheelchair needs.

If you want someone else to meet your child at the end of the school day on your behalf you should inform Operational Transport in writing, in advance.

Day to day

Make sure that your child is ready when the vehicle arrives and that you are available to meet your child at the set down point at the end of the school day. Please advise the escort/driver if there is a particular difficulty with your child on the day, and ensure that your child understands the standard of behaviour expected. Always inform Operational Transport (0116 221 1454 between 8 am and 5 pm, otherwise 0116 221 1451) if your child is unwell or unable to attend school for any reason and notify them in writing of any changes to arrangements, for example, a new wheelchair.

5. Concerns

If you have a concern with your child's transport you should first read the full Transport Policy for Children with Special Educational Needs, which is available from the Authority. The policy contains details of people whom you can contact.

Drivers and Escorts

1. The Authority will ensure that the authority's employees or employees of contractors whose duties on behalf of the local authority involve a high degree of contact with children or vulnerable adults (involving regular caring for, supervising, training or being in sole charge of such people) are subject to enhanced Criminal Records Bureau (CRB) checks. This will include drivers and escorts. Details of the work instructions given to local authority employees are available in a booklet called 'Community and Special Needs Transport for adults and children – passenger assistant and driver – work instructions'. The contract between the local authority and private companies that provide home to school transport has a section called 'Code of Practice'. This set out quality standards for non-local authority transport services. Both documents are available from:

The Home to School Transport Team
Marlborough House
38 Welford Road
Leicester
LE2 7AA

Notes for schools

2. Leicester City Council will help with the travel arrangements of children who qualify under distance or special needs criteria as set out in the General and Special Needs Transport Policy.
3. When arrangements have been made, parents will be informed in writing. The letter will explain the pick-up arrangements, the responsibility of the parents to ensure their children are ready on time, that a responsible adult will be there to receive them and that their children will behave in a responsible way.
4. The safety of the child is fundamental to the policy. Seat belts are fitted and should be worn, escorts are trained and medical conditions are recorded.
5. Where escorts travel with children they will:
 - inform the headteacher of the school of any incident, bad behaviour or accident involving the children;
 - take messages and medication between parents and schools;
 - report any notified absences or irregular incidents.
6. When an escort or driver has a problem with a child the schools headteacher will be the first point of contact. The Authority may withdraw transport if unreasonable behaviour is a problem.
7. The school is responsible for the child from the time of getting off the vehicle until the time the child is returned to the vehicle. School staff should be available to help with the escorting of children to and from the transport. The school is responsible for ensuring that pupils are ready for the transport on time. Drivers are instructed to leave the schools punctually. Pupils who are to be kept back for any reason will be the school's responsibility to transport them home. Any traffic management systems or problems relating to transport of pupils should be directed to the Operational Transport department.
8. Schools should:
 - accept the responsibility of ensuring that pupils understand the code of practice for safety on buses;
 - have in place a system that checks the arrival and departure of school buses;
 - have a teacher designated for dealing with all matters relating to school transport issues.
9. Plans to encourage independent travel must be put in place by the school and parents/carers working in partnership to mutually agreed targets and evidence of progress will be required at each subsequent annual review. Schools and parents/carers should encourage pupils to take up public/community transport options at the earliest opportunity. This step will be regarded as a positive achievement towards the pupil's progress in becoming an independent traveller.

Application form for transport for a young person under 16 years of age with special educational needs/disability/mobility needs

Sections 1-3 should be completed by parent/carer, section 4 by the Special Educational Needs Co-ordinator

* Required information

1. Pupil Information

Young person's name*	
Young person's address*	
Postcode*	
Telephone	
Young person's date of birth*	
School previously attended	
Has the child a statement of special needs?*	Yes <input type="checkbox"/> No <input type="checkbox"/>

2. School Information

School name*						
School address*						
Postcode*						
Telephone*						
Period of attendance	From..... To					
<i>Days Attending</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	
Time Begin:*						
Time Finish:*						

3. Reasons transport is requested

Long term medical condition with restricted mobility* *(please attach medical evidence, if possible)*

Sensory impairment needs* *(please describe and attach medical evidence)**

Cognitive abilities associated with severe learning disabilities* *(please give details)*

Extreme social and/or emotional immaturity* *(please give details)*

Is the young person a wheelchair user?* Yes No

If yes, please tick relevant box Manual Electric Folding

Does the young person require an escort whilst travelling?* Yes No

If yes, please give reasons

Any other special equipment required to be used whilst travelling? Please state.	
Please indicate the height of the young person if under 1.35 metres (4' 4")	
Describe any assistance required from home to the vehicle. Include anything which would cause a problem between home and the vehicle.	
Describe any assistance required on route. Include any special needs/medical or behavioural issues that would cause discomfort to you or fellow travellers.	
Please state if the young person needs lifting into a seat on the vehicle.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Can you assist your child to a pick-up point?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is this a new application or a review application?	New <input type="checkbox"/> Review <input type="checkbox"/>
Parents/Carers signature Date	

4. Statement by the school's Special Educational Needs Co-ordinator	
The provision of transport for this pupil is essential for their education*	Yes <input type="checkbox"/> No <input type="checkbox"/>
I certify that the details included on this form are correct to the best of my knowledge.	
Signed.....	Date
Print name.....	Job title
Telephone	
Please return this form to CYPS Transport, Marlborough House, 38 Welford Road, Leicester, LE2 7AA	
<i>This form will be used for the assessment for transport provision. Parents will then be informed of the outcome. When transport is agreed, the parent will be issued with a summary policy for transporting pupils to special schools, which includes a policy for standards of behaviour on school transport. The parent/carer will be required to sign an agreement as a condition of receiving transport</i>	

Application for transport for a student in Post-16, FE education with special educational needs/disability/mobility needs

1. Pupil Information	
Name	
Address	
Postcode	
Telephone	
Date of birth	
School previously attended	
Do you have a medical or physical disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Can you travel by public transport using a bus pass?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you previously had a Statement of Special Needs?	Yes <input type="checkbox"/> No <input type="checkbox"/>

2. College Information						
College name (inc Campus name)						
College address						
Postcode						
Telephone						
Period of attendance				From..... To		
<i>Days Attending</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	
Time Begin:						
Time Finish:						

3. Reasons transport is requested

Where students live under the statutory three miles validation will be made against the information given below.

Long term medical condition *(please describe and attach medical evidence, if possible)*

Sensory Impairment Needs *(please describe and attach medical evidence)*

Cognitive abilities associated with severe learning disabilities *(please give details)*

Extreme social and/or emotional immaturity *(please give details)*

Is the student a wheelchair user?* Yes No

If yes, please tick relevant box Manual Electric Folding Buggy

Does the student require an escort whilst travelling?* Yes No

If yes, please give reasons

Describe any assistance required from home to the vehicle. Include anything which would cause a problem between home and the vehicle.
Describe any assistance required on route. Include any special needs/medical or behavioural issues that would cause discomfort to you or fellow travellers.
Declaration
I understand that transport is normally provided if the courses being taken are at a City College, or it is the nearest College for the courses being taken, the student is under 25 years of age, the course is full time and there is a contribution charge unless exempt.
Student/Carer.....
Signed..... Date
If a student's representative, please print your name and title:
Print name..... Title.....

4. College Statement (to be completed by college staff)	
Travel support is only available for students attending full time (at least 16 hours teaching time per week).	
Please confirm that this assisted transport is necessary	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please confirm that this student is on a full-time course	Yes <input type="checkbox"/> No <input type="checkbox"/>
I certify that the details included on this form are correct to the best of my knowledge.	
Signed..... Date	
Print name..... Job title	
Telephone.....	
Please return this form to CYPS Transport, Marlborough House, 38 Welford Road, Leicester, LE2 7AA	

Useful Telephone Numbers

CYPS Transport		
	Principal Transport Officer	0116 252 7800
	For validation and authorisation of transport.	0116 252 7802
Operational Transport		
	For day-to-day transport concerns	
	SEN taxi transport	
	School bus (SEN) transport	0116 221 1454
Special Education Services		
	For Casework Officers	0116 252 7846
		0116 252 7834
	Traveller Education Service	0116 305 3153
Voluntary Action Leicester		
	For Parent Partnership Scheme 9 Newarke Street Leicester LE1 5SN	0116 257 5027
City Schools		
	Ashfield	0116 273 7151
	LRI Children's Hospital School (Willow Bank School)	0116 229 8137
	Ellesmere College	0116 289 4224
	Early Years Support Team	0116 225 4795
	Keyham Lodge	0116 241 6852
	Millgate	0116 270 4922
	Nether Hall	0116 241 7258
	Oaklands	0116 241 5921/2
	Westgate Upper/Lower	0116 285 6181
	Barleycroft Special Unit	0116 235 9008
	Caldecote Community + SAR	0116 282 4482
	Inglehurst +SAR	0116 262 4589
	Stokes Wood +SAR	0116 287 5305
	Thurnby Lodge	0116 241 3086

Leicester City Council's Complaints Procedure

Address to: The Principal Transport Officer
Marlborough House
38 Welford Road
Leicester
LE2 7AA

Stage one – Making a complaint

Once a complaint has been received, an acknowledgement will be sent to you within 24 hours telling you the name and telephone number of the person investigating your complaint. If we can, we will sort out your complaint straightaway, but sometimes we may need a little longer to investigate and reply. We will however send a reply in writing to you within 10 working days or let you know when you can expect to hear from us.

Stage two – What can you do if you are not satisfied with our response?

If you are not happy with the way that we have dealt with your complaint, you may ask for it to be reviewed by a senior manager of the service that you have complained about. This can be requested either by telephone, in person, by letter. We aim to reply in writing within 10 working days. If this is not possible we will let you know the reason why and tell you when you can expect to hear from us.

Stage three – What can you do if you are still not satisfied?

If you are still not happy with the response that we have given to your complaint a senior manager will look at the details of your complaint from a different area. This again can be requested either by telephone, in person, by writing to us. We will let you know within 10 working days when you can expect to receive a written response to your request.

The Local Government Ombudsman

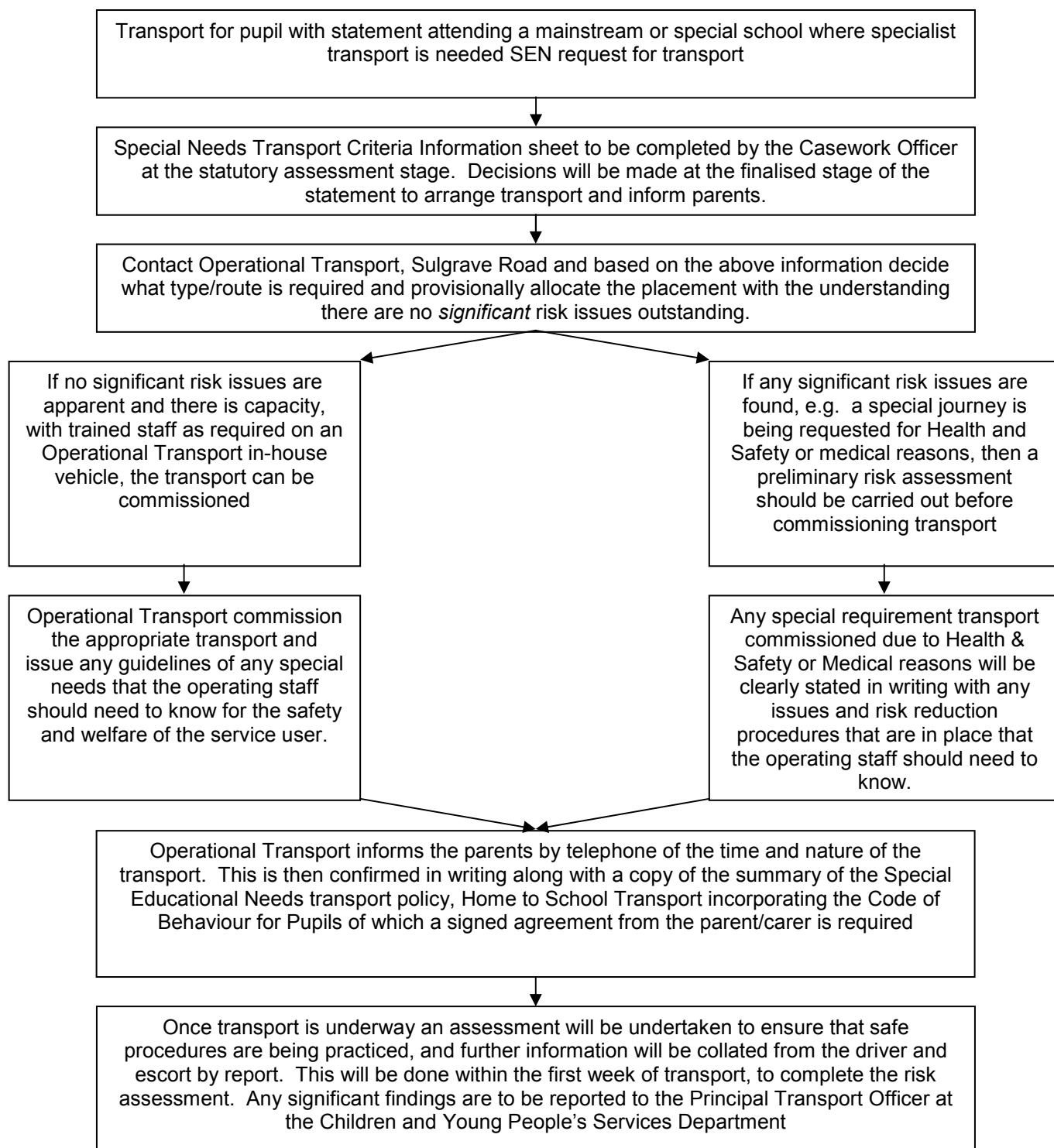
Anyone can take his or her complaint to the Local Government Ombudsman at any stage. However, it is hoped that Leicester City Council's complaints procedure will quickly resolve any problems you may have and that you will use it first.

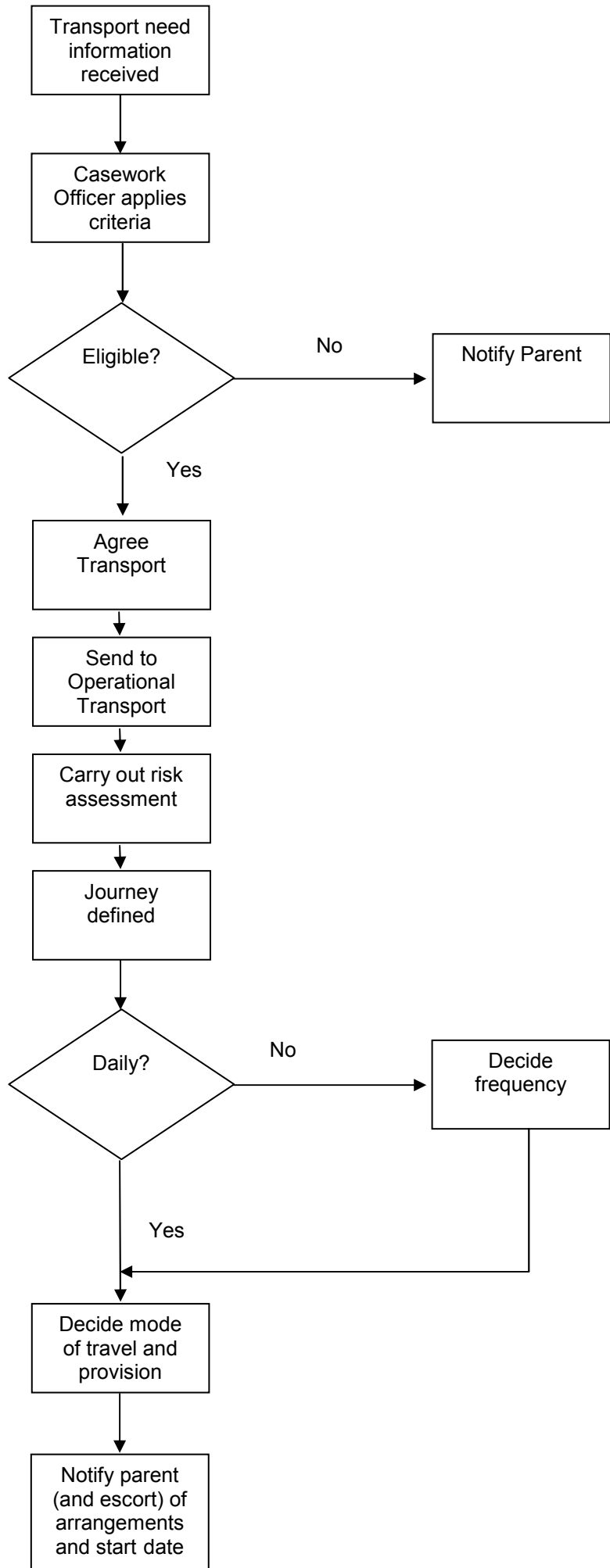
You can contact the Local Government Ombudsman by writing to him at:

The Oaks
2 Westwood Way
Westwood Business Park
Coventry
CV4 8JB

Pick up a copy of the leaflet 'How to complain to the Local Government Ombudsman' from any of the council's main reception points or contact the Ombudsman through the following website:
www.lgo.org.uk

Transport risk assessment procedure for Special Education Needs children





SEN Transport needs assessment form

1. SEN transport criteria information

Long-term severely restricted independently mobility due to a medical condition or physical disability *(please attach evidence)*

Sensory Impairment Needs *(please describe and attach medical evidence)*

Cognitive abilities associated with severe learning difficulties *(please give details)*

Severe behavioural, emotional and or social difficulties *(please give details)*

Is the student a wheelchair user?*

Yes No

If yes, please tick relevant box

Manual Electric Folding

Any other special equipment required to be used in travel, please state

Does the student require an escort whilst travelling?*	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please give reasons	
Describe any assistance required from home to the vehicle. Include anything which would cause a problem between home and the vehicle.	
Describe any assistance required on route. Include any special needs/medical or behavioural issues that would cause discomfort to you or fellow travellers.	
To be completed by the Caseworker	
I do/do not support this application. (<i>Delete whichever is not applicable</i>)	
Casework Officer Signature Date	

These notes are intended to help a range of support workers complete the preceding assessment form.

All children with Special Education Needs will have their transport needs considered during formal assessment. For children living less than statutory distance from school, the following will be required:

Written evidence from a range of sources, for example, Educational Psychologist, parents and school SENCO, that describes the child as having:

Long term severely restricted independent mobility, due to a physical disability e.g. severe cerebral palsy requiring the daily use of significant physical aids such as a wheelchair.

Access to an escort would not normally be necessary but may be needed where there are additional *factors. eg. Oxygen dependency

Long term severely restricted independently mobility due to a medical condition resulting in severe persistent pain and/or extreme fatigue. An example of this might be juvenile arthritis.

Access to an escort would not normally be necessary but this would depend on additional factors

Long term restricted mobility due to a medical condition resulting in serious persistent health and safety risks. Examples of this might be intractable seizure disorders. eg. Oxygen dependency.

Access to an escort may be required but is essential where there is known to be a potentially life threatening medical condition.

Impairment resulting in severely restricted oral communication skills.

Examples might be profound hearing impairment or severe autism or severe language disorder.

Access to an escort may be a requirement where a child has no effective verbal communication at all. It may not be necessary in the later stages of education when independence skills are established.

A sensory impairment resulting in severely restricted mobility. An example might be a severe visual impairment.

Access to an escort is a usual requirement where a child is effectively without useful sight. It may not be necessary in the later stages of education when independence skills are established.

Cognitive abilities within the range associated with Severe Learning Difficulties.

Access to an escort may be necessary if the pupil is known to demonstrate constantly challenging behaviours resulting in an identified risk to their own and others' safety during travel. However, depending on individual circumstances, access to an escort is not normally necessary for secondary aged pupils or older primary aged pupils with severe learning difficulties unless the pupil also has additional physical or medical difficulties.

Written evidence from a range of sources, for example, Educational Psychologist, parents and school

SENCO, that describes the child as having:

Severe behavioural emotional and /or social difficulties in comparison with other children of their age.

This may be linked with cognitive ability or be as a result of a specific development disorder. Some children with moderate to severe learning difficulties are extremely vulnerable in social settings, due to their lack of independence and social skills. An example might be a pupil with cognitive abilities at the bottom of the range associated with moderate learning difficulties who shows extreme vulnerability. Another example might be a secondary aged pupil with Asperger's Syndrome who is known to have very little awareness of personal danger.

Access to an escort may be necessary if there is specific evidence of behaviour that poses an identified risk to their own and others' safety during travel.