



EDUCATION RESOURCES

Inclusive Education
Executive Director Tony McDaid

ASN TRANSPORT – Parent/Carer Guidelines

These guidelines are designed to provide parents and carers with the necessary information regarding The ASN Transport service and covers the following:

- 1) **Transport arrangements**
- 2) **Private arrangements**
- 3) **Passenger assistant's role**
- 4) **Driver's role**
- 5) **What to do if transport doesn't arrive**
- 6) **What to do if the child is ill**
- 7) **Notifying changes of address, contact details or transport arrangements**
- 8) **What happens in an emergency**
- 9) **How to make a comment or complaint**

The Inclusive Education Service is responsible for arranging the transportation of school children with ASN. We have a duty to ensure that the most efficient and effective method of transportation is provided and that all children are transported timeously, safely and without prejudice.

School transport can mean:

- The Council's own transport (Passenger Services)
- Taxis, private hires and minibuses
- Bus passes which children can use on local bus services

School transport covers one return journey from the child's home address to and from school each day.

1) Transport arrangements

If a taxi contractor is providing transport you should contact the appointed contractor on the number provided on the attached letter to arrange an introductory meeting allowing them to introduce themselves and to fully discuss your child's specific requirements and needs during school transport.

If transport is being provided by The Council's internal transport (school bus), you should contact Passenger Services on the number provided on your letter to arrange an introductory meeting.



The Council is governed by specific tender procedures when procuring contracted taxi services and therefore, it is not possible to award a contract to a specific contractor of your choice.

When transport commences, the vehicle will come to the designated pick up point and wait for you to bring your child to the vehicle. This also applies to the return journey when you must be available to collect your child from the vehicle. Given that each vehicle often has a number of passengers to transport, waiting time is limited and it is, therefore, important for you to have your child ready 5 minutes before the agreed pick up time and be there to collect them at the end of the day.

2) Private arrangements

The Council provides school transport to and from your child's registered home address only. Transport to any other address is considered to be a **private arrangement** between the parent/carer and the transport provider.

A **private arrangement** cannot always be accommodated and is dependent on the route the vehicle is required to take to transport all children on the vehicle to and from school. Therefore, any private arrangement would have to be discussed with the transport provider each school session as routes often change as new pupils join school and others leave.

Any additional costs associated with a private arrangement will be liable for payment by the parent/carer.

3) Passenger Assistant's role

Depending on the transport method and needs of the passengers on each vehicle, a passenger assistant may be provided who will be PVG checked and must wear an ASN identification badge at all times. There should always be a Passenger Assistant in the vehicle for primary aged pupils.

The ASN Passenger Assistant's role includes:

- Assisting children into and out of the vehicle
- Fastening seatbelts where provided
- Informing the driver when it is safe to move off
- Securing wheelchairs and harnesses if provided
- Ensuring doors are closed properly before the vehicle moves off and child locks activated
- Making sure that children are handed over to a member of school staff on arrival
- Escorting children from the school establishment once handed over by a member of school staff
- On return journeys, ensuring that children are only dropped off at an agreed location with a responsible adult present
- Ensuring that all bags are stored securely throughout the journey i.e. under seats
- Ensuring that medication or additional information from parents/carers is handed to a member of school staff on arrival
- Ensuring that children are not left unattended in the vehicle at any time



4) Driver's role

All drivers will be PVG checked prior to undertaking work for The Council. In addition, they must display their ASN identity badges at all times. If you are unsure of a new driver, please ask to see their badge and contact the ASN Transport team immediately if you have any concerns on **01698 455788**.

The driver's role includes:

- Driving the vehicle in a safe manner
- Ensuring that their vehicle is clean, safe and licensed appropriately
- Ensuring that children are picked up/ dropped off timeously
- Ensuring that children do not need to cross roads to board the vehicle
- Ensuring that only authorised children are transported
- Ensuring that children are picked up/ dropped off at pre-agreed locations only
- Loading and unloading including the operation of tail lifts
- Ensuring that wheelchairs are securely clamped before moving off
- In the absence of a passenger assistant, the driver must also ensure that children are presented to a member of school staff on arrival and to a parent/carer on return home

5) What to do if transport doesn't arrive?

Given that most vehicles transport a number of passengers and could have been held up elsewhere, it would be reasonable to wait 5 minutes beyond the agreed time. Thereafter, the first step would be to contact the transport provider direct e.g. the contractor. If being transported by Passenger Services (school bus), please contact, Passenger Services on **01698 717713**.

6) What to do if your child is ill?

Please notify the transport provider as soon as possible. Either contact the contractor directly on the number provided on your letter or Passenger Services (details above) if your child travels on a school bus. Transport will be suspended until notification is received that your child is well again.

7) Notifying changes of address, contact details or transport arrangements

It is your responsibility to notify The ASN Transport Team in writing of any changes that will affect your child's school transport. **Please write to:**

Education Resources
South Lanarkshire Council
ASN Transport Team
Floor 13 Council Offices
Almada Street
Hamilton
ML0 3AA

Or e-mail changes to:

EDASNTransport@southlanarkshire.gov.uk



8) What happens in an emergency?

Sometimes parents/carers are not at home to collect a child. The only solution for us is to take the child to a social work facility or the nearest police station. Where viable, the driver may be able to drop off all remaining passengers and try again before resorting to this. If this happens, transport will be suspended until arrangements can be reviewed.

9) Enquires/complaints

If you would like to speak to someone regarding your contractor, please contact The ASN Transport Team on **01698 455788** or Passenger Services on **01698 717713** regarding South Lanarkshire Council's Internal Transport (school bus).

Complaints should be made in writing to the Inclusion Advisor at the address below or by email.

