

Hillingdon Council Home to school Travel Assistance Code of Conduct

What parents/carers can expect from the London Borough of Hillingdon Home to School Transport Providers:

All drivers/passenger assistants will:

- wear identification badges
- wear high visibility clothing at all times whilst on school sites
- have an enhanced DBS check
- hold a basic first aid training certificate
- have a reasonable grasp of the English language
- have read and understood the needs profile of each passenger
- be presentable and have a clean appearance
- treat students/parents/carers in a respectful and courteous manner

- The vehicle provided will be fit for purpose and the company will make a replacement vehicle available should this be required

- The vehicle provided is always operated to a high standard of cleanliness

- All seats in vehicles have a working seatbelt, and passenger restraints and wheelchair securing devices are provided as required

- Drivers/passenger assistants are fully trained in operating any ancillary equipment fitted to a vehicle e.g. tail lift, wheelchair securing equipment, passenger harnesses etc.

- Drivers will provide a high standard of driving

- Drivers/passenger assistants are aware of their duties and responsibilities, particularly in the event of an emergency

- Drivers/passenger assistants will not smoke during the performance of the contract

- Upon arrival at the agreed collection or drop-off time, drivers will wait for up to five minutes

- Drivers/passenger assistants keep parents/carers informed of any significant delay to transport

- Transport companies will notify the SEN Transport Team on 01895 250008 of any incident or accident affecting the students

- Transport companies will try and avoid, where possible, changes in drivers/passenger assistants although this cannot be guaranteed

What parents/carers can do to help transport to run smoothly:

- Ensure that your child is ready five minutes before the company is due to arrive.
- Drivers are only able to wait for a maximum of five minutes after the agreed pick up time for each student. However, drivers should not be made to wait for five minutes on a regular basis because if waiting is repeated along the route, all students will be late for school. If a vehicle arrives on time but your child is not ready or is not ready after the five minute waiting time, transport to school becomes the responsibility of the parents/carers.
- Take your child to the vehicle (the driver/passenger assistant is not expected to escort them from the house to the vehicle).
- Be at home in time to receive your child on their return from school. If there is no responsible adult at home to meet your child (this person must be named on your application form as a parent/carer or emergency contact). In such cases, it may be necessary for transport officers to contact other agencies (e.g. London Borough of Hillingdon Children Social Care or the Police).
- Inform the transport company/driver/passenger assistant as soon as possible if your child is not attending school for any reason (e.g. illness). In addition, it is the parent's responsibility to inform the school of any absence.
- Inform the transport team on 01895 250008 if you need to collect your child from school during the day (e.g. to take him/her to a medical appointment).
- Ensure the passenger assistant/driver is aware of anything affecting your child on a particular day.
- Notify us of any problems with the transport so that these can be addressed in a timely and appropriate way.
- Ensure your child does not take personal belongings on the vehicle as the local authority can take no responsibility for loss or stolen items whilst travelling.
- Provide us (via the Needs Profile form) with the name, telephone number and relationship to your child of at least one adult who can take responsibility for your child in an emergency if you are not available.
- Inform us of any changes that might affect the transport arrangements, including but not limited to: changes to your address; changes to your contact details or those of your emergency contact(s); allergies or medication (**please note that drivers and passenger assistants are not authorised to administer medication or undertake any form of medical intervention**) or if your child is getting a new wheelchair.
- Ensure, where possible, your child is aware of appropriate behaviour whilst travelling to and from school and the possible repercussion of continued bad behaviour (please see below).

Please Note

If you become aware that there is bad behaviour or bullying on your child's vehicle please report the matter to the School Transport team by ringing 01895 250008. They will ask the contractor and school to investigate. The contractor will speak to the

driver and the school should interview the pupils involved and also any witnesses. They will then report back to the Transport team who will take the appropriate action. This can be a warning letter home to parents, a one or two week ban, or with serious or repeated incidents an indefinite ban can be imposed. If a child is banned from school transport it is the parent's responsibility to make arrangements to get him/her to school.

Code of Conduct for pupils who use school transport

Please read the code of conduct carefully with your child then sign below to say that you agree with the code. Your child's special needs will always be taken in consideration. Transport will not be provided unless this agreement is signed by both parent/carer and pupil (if able).

I have read and agree to abide by the Code of Conduct.....**(pupil)**

I have read the Code of Conduct with my child and explained its importance. I understand that if the transport is withdrawn because of poor behaviour, or if my child fails to comply with the Code of Conduct, it will be my responsibility to get my child to school.

Parent/Carer:..... Date:.....