

Drivers/Passenger Assistants must monitor child behaviour during the journey to/from school. The driver/passenger assistant should report to the school/college any difficulties or behavioural issues relating to any child on the vehicle. The driver/passenger assistant should also inform their employer who should notify Transport Operations in writing via email as soon as possible.

Drivers/Passenger Assistants are not allowed to lift pupils on/off the vehicle. It is the responsibility of the parent/carer or the school/college to lift the child.

The parent/carer is responsible for notifying the operator and the school of any medical conditions that their child may have. If any medication is needed whilst travelling to/from school it is the responsibility of the parent/carer to ensure their child knows how to use it. The parent/carer should ensure the child has with them any medication that may be needed on the journey or at school/college. Important: Drivers and Passenger Assistants are not permitted to administer any medication to passengers.

Medical Emergencies – If a child with a medical problem becomes ill during the journey to or from school, the vehicle should stop and the Driver or Passenger Assistant should radio/phone for help or summon help by dialling 999.

Contact Details

People, Saltisford Office Park, Ansell Way,
Warwick, CV34 4UL

Tel: 01926 742359 - Transport Liaison
Officer, Assessment Statementing &
Review Service (Special Educational
Needs Pupils Only)

Tel: 01926 742059 or 01926 742051
(Education Transport – Mainstream,
Looked After and College 16-25 Special
Needs Transport)

Transport Operations:

Tel: 01926 414139
(North Warwickshire, Nuneaton &
Bedworth, Rugby Borough)

Tel: 01926 414164 (Warwick/Stratford
District)

Communities, Transport Operations, PO
Box 43, Shire Hall, Warwick, CV34 4SX.



Home to School Transport Guidelines for Parents and Operators

Parent/Carer Responsibilities

It is important that your child is ready when the operator arrives at the designated pick up point as other children may also be waiting to be collected. Please ensure the operator has your contact telephone number.

Please do not keep the vehicle waiting. Operators can leave after five minutes. It will not be possible for us to arrange other transport to school/college that day. It is very helpful if you can let the operator know in advance when your child will not be travelling to school/college, as it may save an unnecessary journey.

No guaranteed time can be given for arrival and departures as numbers of pupils; traffic and weather conditions may affect journey time. Operators will provide you with an approximate pick up/drop off times. Unexpected or unnecessary delays can cause stress for all concerned, so please be considerate.

On the majority of special needs transport routes a passenger assistant is provided. The operator employs the passenger assistant.

It is not possible to collect or return your child to an alternative address. Transport is provided from the child's home address

to/from school/college. The Children Young People & Families Directorate may consider requests for alternative transport in writing, however it should be noted that any additional costs will have to be met by the parent/carer and in some cases it is not possible to alter transport routes.

If you are not at home when your child is returned the operator can only wait a short time to see if you return as they may be transporting other children whose parents are waiting for them. A responsible adult will need to be at home to receive your child when the transport arrives. In the event of a responsible adult not being at home to receive the child operators are instructed not to leave the child and to take them to the nearest police station.

If your child needs lifting onto transport, this is the responsibility of the parent/carer or school/college to lift the child should this be necessary. Drivers/Passenger Assistants are not to lift children in/out of vehicles.

If your child is on medication or suffers from allergies or epilepsy, please ensure you give the information to the people who need it. If any medication may be needed whilst your child is travelling to/from school, does your child know how to use it? Ensure that your child has with them any medication that may be needed on the journey or at school. Important: Drivers and Passenger Assistants are not

permitted to administer any medication to your child.

If you move address or change school/college you will need to re-apply for transport assistance through the Children Young People & Families Directorate. Unfortunately it is not possible for the transport to just be changed.

Please note the Authority has a duty to review home to school transport provision, at some point contracts will be reviewed and re-tendered in line with contract standing orders and procurement procedures. Transport arrangements and times may also change when other pupils require assistance join or leave routes.

Pupil Responsibilities

All pupils must be seated on transport and wear seatbelts. Seatbelts must always be worn.

Pupils are expected to behave on school transport at all times. Violent, abusive, or threatening behaviour will not be tolerated. Behaviour that threatens the safety of other passengers, the passenger assistant, or the driver could result in a temporary or permanent ban. If transport is withdrawn it will become your responsibility to transport your child to/from school/college. Should any damage to the vehicle be caused by your child you will be held responsible for any

costs incurred by the operator for repairing or cleaning the vehicle.

Operator Responsibilities

Unexpected delays can cause anxiety. Delays can cause problems to parents/carers who may be waiting for children to be collected before being able to go to work themselves. Approximate pick up/drop off times should be supplied to the parent/carer. If you are delayed for any reason, please contact the parent/carer if they have given you a contact number, the school/college and Transport Operations.

If there is no adult at home when the transport arrives, then it is not safe to leave the child at that address. Please contact your company office immediately for advice. If you have waited a short time you should continue with the route and return to the child's address, in the event of a responsible adult still not at home the child should be taken to the nearest police station. Any additional costs will need to be met by the parent/carer.

In the interests of safety do not leave a child with anyone else other than a responsible adult or at an alternative address.