

How do I change times or locations of pick-ups/drop-off's once my child is receiving the service?

Any parental requests for changes to school transport arrangements should be directed via the school for discussion with the Transport Hub. Transport entitlement is based on home to school. Any requests for pupils to be dropped off at alternative locations, will only be considered where there is no additional cost to the authority. Any changes to transport arrangements must be authorised by the requesting Service e.g. drop-off or pickup locations, times, attendance patterns, etc.

If I am unhappy with the level of service my child is receiving or if I would like to complain about some part of the service how do I go about this?

Parents/Carers who have a concern or wish to log a complaint or raise a concern in relation to the operational service provided e.g. conduct of driver/escort, timekeeping, changes of drivers, escorts and vehicles should contact:

The Corporate Transport Hub: transporthub@north-ayrshire.gov.uk or indeed by telephone on 01294 541613 in the first instance.

Complaints such as concerns relating to medical requirements and conduct of pupils should be made to the school, where it will be handled and dealt with by the school.

The Transport Hub and school will work collaboratively with the contractor to reach a resolution as necessary. All complaints will be logged on Lagan in accordance with the Council's Complaints Procedure.

If I have further questions who do I contact?

If you have any queries regarding your child's eligibility for free school transport or North Ayrshire Council's School Transport Policy, please contact the Corporate Transport Hub on the following:

Address: Corporate Transport Hub,
Commercial Services,
Unit 1D Byrehill Drive,
West Byrehill Industrial Estate,
Kilwinning
KA13 6HN

Telephone: 01294 541613

Email: transporthub@north-ayrshire.gov.uk



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

**ADDITIONAL
SUPPORT
NEEDS
TRANSPORT**

This leaflet intends to provide parents with the knowledge and eligibility requirements for ASN transport.

My child has additional support needs, will they qualify for free school travel?

Transport may be provided to pupils with additional support needs in accordance with the recommendations made by Education Youth and Employment Managers, including Educational Psychologists and/or Health and Social Care Partnership Managers.

Will the service be able to cater to my child's needs?

The care, safety and welfare of every child is paramount and each case should be considered sensitively. Every case will be considered carefully in terms of what might be required by an individual pupil and the best transport options that can be made available.

What role do the drivers have? Do they have any assistance?

In some circumstances an escort will be provided where necessary to sit with the child. All transport operators involved in ASN school transport contracts must ensure that drivers and escorts are suitably briefed in relation to passenger safety in normal operations and in emergency or unforeseen circumstances. All drivers and attendants on these contracts are issued with a driver and escort Code of Conduct, produced by the Corporate Transport Hub. Contractors are obliged to hold copies of the pupil 'passport' if they have been provided and emergency contact telephone numbers. In the event of an emergency or unforeseen circumstance, the driver will contact the parent/carer/school and Transport Hub to make each aware of the situation and action that they have taken.

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Do the drivers and others involved in service deliver receive any additional training?

A range of training will be available to assist contractors in fulfilling their duties in relation to transporting children with additional support needs as required. These will include core training courses that all contracted drivers and escorts must complete prior to the start of the contract and other more specific training that drivers and escorts will complete if appropriate to the children being transported.

Will it be a different driver every day and what security and identification measures are in place?

Driver and escort continuity will be maintained every day however, there may be exceptional circumstances where this may not be possible, i.e. sickness. All drivers and escorts **must** be PVG checked and deemed as an appropriate person to work with children before working on a school contract. All drivers and escorts **must** wear photographic ID badges and a NAC Contract sign **must** also be displayed while conducting the contract.

In circumstances when a replacement driver is required will they have gone through the same training as the regular driver?

All drivers and escorts that are appointed to cover temporarily, will have completed the relevant training necessary to support the pupil's needs, be fully aware of the pupil's specific needs and have a copy of the pupils "passport" if one has been created.

Are transport service providers monitored in any way?

The Corporate Transport Hub will continuously monitor and review all school transport provision provided by external and internal transport suppliers and will carry out regular on-site inspections at educational establishments on contractor performance, as well as regular vehicle testing within its maintenance garage. Failure to meet the contractual requirements could result in the contractor being issued with a formal warning against their performance on the contract in question. Financial penalties may be incurred by the contractor and in some circumstances, such as negligence in the contractor's performance may result in contracts being terminated.