

**Special Educational Needs Disability  
(SEND) Home to School Travel Support**  
Parent and Carer's handbook



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<p><b>Who is eligible for Special Educational Needs (SEND) Home to School Travel Support?</b></p>	<p>Whilst parents have ultimate responsibility to ensure that their children attend school, we have a statutory duty to assist with travel arrangements to support them where children and young people aged 5 to 16 have:</p> <ul style="list-style-type: none"> <li>• a Special Educational Need (SEND) Statement or an EHC Plan, a disability or mobility problem (including temporary conditions) if this means that they could not reasonably be expected to walk to school</li> <li>• a medical condition that may be short or longer term, but which makes it difficult for parents to discharge their duties without support.</li> </ul> <p>We also provide discretionary travel support for:</p> <ul style="list-style-type: none"> <li>• children under 5 with special educational needs or disabilities travelling to specialist primary school nurseries.</li> <li>• young people over the age of 16 with special educational needs accessing specialist further education</li> </ul> <p>The support could be provided in one of the following ways:</p> <ul style="list-style-type: none"> <li>• Personal Travel Budget (PTB)</li> <li>• A travel permit for public transport</li> <li>• Transport to and from school in a mini-bus, people carrier or taxi. All vehicles will have the necessary adaptations for the specific needs of the child.</li> </ul>
<p><b>How often do I apply for travel assistance?</b></p>	<p>You will need to complete an application form each year. This ensures that the information we hold on our records is up to date and relevant to your child's changing needs.</p> <p>The application form and further information in relation to SEND travel support can be found at <a href="https://www.newcastle.gov.uk/services/schools-learning-and-childcare/special-educational-needs-andor-disabilities-send/special">https://www.newcastle.gov.uk/services/schools-learning-and-childcare/special-educational-needs-andor-disabilities-send/special</a></p>

<p><b>How do I contact the SEND Travel Support team?</b></p>	<p>You can ring SEND Travel Support on 0191 2774646 between 7.30am and 4.30pm Monday to Friday (during term time) where a member of the team will be happy to discuss your specific needs. When you ring you will either speak to Sara, Margaret or Deb. On the rare occasions that they are not available then someone else will pick up the call and take a message. If it's an emergency it will be taken straight to Nicola Jones or to a manager who can deal with the situation.</p> <p>The team are happy to help and need to understand what is happening. They will take details from you in a calm and quiet way to make sure that they can help you.</p> <p>Parent carers need to ensure that in their dealings with drivers, travel escorts and SEND travel support staff they remain calm and courteous. Any threatening or aggressive behaviour towards staff is taken very seriously and may result in door to door transport being withdrawn and the only assistance offer would be a personal travel budget.</p> <p>The email address for the team is <a href="mailto:sendtravelsupport@newcastle.gov.uk">sendtravelsupport@newcastle.gov.uk</a></p>
<p><b>How will the driver / travel escort know how to transport my child?</b></p>	<p>We work closely with schools and with the professional team who work with your child. They give us as much information as they can about the needs of your child. More importantly we need to get information from you.</p> <p>The SEND Travel Support team will ensure that drivers and travel escorts receive the information which you have provided about your child and that they are appropriately trained.</p>
<p><b>What type of training do the drivers and travel escorts have</b></p>	<p>All drivers have passed the required driving tests and are appropriately licensed.</p> <p>Drivers and Travel Escorts are asked to participate in any relevant courses to assist them in their role. All drivers and travel escorts must complete:</p> <p>Awareness of Child Abuse and Neglect Core Training; Safeguarding Children from Abuse by Sexual Exploitation; Basic First Aid</p> <p>They must also attend a mandatory briefing session regarding their roles and responsibilities of being a driver/travel escort</p>

<b>How do I know who the driver / travel escort will be?</b>	Before transport begins the transport provider will contact you to arrange to meet you and your child. If you do not hear from the transport provider you should phone or email the SEND Travel Support team.
<b>Why is transport sometimes late in picking up/dropping off my child?</b>	<p>Unfortunately this can happen, there are various unavoidable reasons why transport may be delayed including:</p> <ul style="list-style-type: none"> <li>• Traffic conditions / road works</li> <li>• Weather conditions</li> <li>• Breakdowns</li> <li>• Potential delays in pickups if a child becomes ill during transport</li> </ul> <p>When SEND Travel Support are informed of this either SEND Travel Support or the Provider will try and let parents/carers know as soon as possible.</p>
<b>Can transport pick up / drop off my child at an address other than the home address?</b>	Pickup and Drop Off times are determined by the start and end of the school day. Transport is provided from home to school only, therefore transport cannot pick up or drop off your child at any other address or at any other time of the day for any reason.
<b>If my child isn't ready at the agreed pick up time can transport wait?</b>	Transport can only wait for 3 minutes otherwise it will make the transport late for the other children on the vehicle
<b>Can the driver / travel escort come to the house to collect my child?</b>	It is <b>your responsibility</b> to take and collect your child to and from the vehicle. Drivers and travel escorts are not required to leave the vehicle and drivers should not sound their horn. If a car seat is required for the child it is the parent's responsibility to fit the car seat in the vehicle.
<b>What happens when transport drops off my child?</b>	Please ensure a responsible adult collects your child from the vehicle on their return home. If no one appears to collect your child after 3 minutes the driver / travel escort will notify the SEND Travel Support Team. If we are unable to contact parent / carer, or the emergency contact provided by you, we will contact Social Care who will determine any appropriate action. If this happens on more than one occasion your child may be removed from transport for a period of time. Safeguarding is everyone's responsibility and we have a duty to pass it on.

<p><b>Why wasn't I given notice transport was going to change?</b></p>	<p>Where possible SEND Travel Support try to give notice to parents and carers that their child's transport is going to change. We recognise that change will affect pupils on transport. Unfortunately there are occasions where transport has to be changed at very short notice, for example if a driver or travel escort are ill or the vehicle breaks down which are circumstances beyond our control. We do make every effort to inform parents/carers if this happens.</p>
<p><b>How can parents and carers keep us informed about your child's needs?</b></p>	<p>To help keep transport running smoothly, there are a number of ways parents/carers can help us. Please inform SEND Travel Support:</p> <ul style="list-style-type: none"> <li>• If you have any problems or concerns regarding your child's transport, or with the driver or travel escort.</li> <li>• If you change your telephone number</li> <li>• If you are planning to move house, please give us at least one weeks' notice so that we can check that your child is still eligible for transport and make the necessary changes to your child's transport if applicable</li> <li>• When your child is unable to attend school for any reason so that we can inform the transport provider. This is especially important if your child has sole transport.</li> </ul>
<p><b>Promoting Positive Behaviour</b></p>	<p>For those children who are able to, make sure that your child understands the standard of behaviour required whilst on transport.</p> <p>Transport maybe withdrawn if a young person's behaviour is persistently disruptive and compromises the safety of the vehicle. If transport is suspended or withdrawn the Local Authority's offer of assistance will be in the form of a Personal Travel Budget.</p>
<p><b>How does my child's medication get transported?</b></p>	<p>Travel escorts are not allowed to give medication on transport however please alert the travel escort if your child has prescription medication he/she needs to take to school. All medication should be in the pharmacy container it was dispensed in with the child's name and the name of the medicine. All medication should be signed for at the school.</p>

<p><b>How can I check that drivers and travel escorts are authorised to transport my child?</b></p>	<p>All SEND drivers and travel escorts are issued with a Newcastle City Council ID badge which will include a photo, an expiry date and the name of Provider they work for.</p> <p>Occasionally a driver and/or travel escort may have to be changed at short notice due to sickness, staff leaving etc. We always request that transport providers contact parents, and SEND Travel Support, as soon as possible to inform them of any changes.</p> <p>It is the parent's responsibility to check ID badges of drivers and/or travel escorts especially if they have not previously transported their child.</p> <p>If parents have any concerns please contact SEND Travel Support.</p>
<p><b>What is a Personal Travel Budget (PTB)?</b></p>	<p>PTBs enable families to arrange their child's home to school travel arrangements in a way that suits their circumstances. It is paid either 4 or 5 weekly in advance and is a flexible resource which allows for your child to be able to attend more extra-curricular activities and increase their life skills.</p>

<p><b>How much will a Personal Travel Budget be? - continued</b></p>	<p>The PTB is calculated based on the distance between home and school for the days that your child attends school.</p> <p>Travel budget amounts per mile are on a scale according to your child's need, starting at 40p and moving up to 70p and over 70p to cover exceptional need. You are able to claim for 4 journeys per day to and from school which can be used in creative ways such as:-</p> <p>Contribute towards:</p> <ul style="list-style-type: none"> <li>• Buying a travel pass for an adult to accompany the child to and from school;</li> <li>• Paying for a travel escort to walk with the child to school.</li> <li>• Assist with the cost of driving or cycling with your child to school.</li> <li>• Share travel arrangements with other parents.</li> <li>• Assist with the cost of childcare arrangements for siblings to allow parents to take their child to school.</li> </ul> <p>Please contact SEND Travel Support on 0191 2774646 between 7.30am – 4.30pm, Monday to Friday where a member of the team will be happy to discuss your specific needs.</p>
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