

PASSENGER TRANSPORT CONDITIONS FOR PUPILS WITH SPECIAL EDUCATIONAL NEEDS

INFORMATION FOR PARENTS, CARERS, SCHOOLS

1. Always be ready on time. The vehicle will only wait 3 minutes after the agreed pick-up time. If you miss the pick-up time then you will be responsible for getting your child to the destination. If this happens but the return journey is still required please ring to 01604 364403 to advise. If you do not ring then you will also be responsible for the journey home.
2. Please ensure that there is always a responsible adult ready to meet your child at the set down point at the end of the school day.
3. Parents/Carers/Schools are responsible for getting the pupil to and from the house/school and to the vehicle. Please note that if the pick-up and drop off point is out of sight of your house you must get there and wait. For safety reasons, the driver will always stop at the nearest accessible and safe point to the pupils' house and the driver/passenger assistant will remain on/near the vehicle at all times.
4. If a passenger assistant is on the vehicle they will help the pupil to a seat and assist with any seat belts or harnesses.
5. For safety reasons, if a seat belt/harness is available it must be worn at all times. The pupil must always remain seated throughout the journey. Kneeling or standing on seats is not allowed.
6. If there is not a passenger assistant on the vehicle the pupil should only speak to the driver in an emergency or when they are not driving. Remember excessive noise can disturb the driver and could cause an accident.
7. Please make sure the pupil knows that they must wait until the vehicle has stopped and the driver and/or passenger assistant have ensured it is safe to leave the vehicle.
8. Ensure belongings are stored safely. Be prepared to leave them behind in case of an emergency. Please be advised that we do not accept responsibility for any loss/damage of personal belongings being conveyed in our transport.
9. If the vehicle breaks down or is involved in an accident, the pupil must follow any instructions given by the driver and/or passenger assistant at all times.
10. Smoking is illegal on any home to school transport. Eating and drinking on the vehicle is not allowed.
11. Should any pupil cause damage to the vehicle; Northamptonshire Highways/Operator will claim the full cost of the repairs from parents/carers.
12. Broken or unsuitable items, including laser light pens, will not be allowed on the vehicle.
13. Pupils must behave sensibly at all times and remember that should there be a passenger assistant on the vehicle he/she is there for the pupils' safety and as such should follow his/her instructions.
14. Should there be any change of address, please inform the Transport Planning Team on 01604 364403 and the EHCP Team at Northamptonshire County Council on 01604 367125. Allow two weeks for change in arrangements during which time parents/carers will be responsible for the journey to and from school.
15. Drivers/passenger assistants are not responsible at any time for medication or any medical treatment and in an emergency will telephone 999.
16. Parents/Carers/Schools/Driver/Passenger Assistants must not vary any transport arrangements unless authorised by the Transport Planning Team.
17. Unacceptable behaviour due to verbal and/or physical abuse towards anyone in or outside the vehicle or damage to the vehicle will not be tolerated and may result in a short term exclusion from transport. The parent, carer, school and/or agency then have full responsibility to ensure that the pupil attends school etc. The Transport Team will work with all involved to seek a solution. The pupil will only be returned to transport when all parties have agreed that the unacceptable behaviour has improved or will not be repeated.
18. Please inform the Transport Planning Team if you have any concerns or changes in your child's needs or if you need to cancel transport by contacting telephone number 01604 364403.
19. Please be aware that we cannot guarantee to provide the same type of transport ie vehicle/operator/driver or passenger assistant for your child throughout the whole of the school year. However, we will always endeavour to advise you well in advance of any change which will allow you time to prepare your child. Due to any unforeseen issues beyond our control such as vehicle breakdowns/accidents and driver/passenger assistant sickness, it can mean that your child's journey may need to be cancelled. In the case of sick leave we are not always able to give prior notification but, every effort will be made by us to restore the service as soon as possible. During this time it will be parent/carers responsibility to convey their child to and from school.
20. Specialised equipment. We will provide standard types of equipment, ie booster seats, standard cars seats and standard wheelchair restraints. Harnesses provided by ourselves are utilised with the knowledge that parents/carers/schools are responsible for fitting harnesses for safety reasons.
21. Schools – Inform us of any closures as early as possible. Ensure students are ready to be collected. Report any difficulties to the transport team.

LOST PROPERTY

The passenger is carried also subject to the Provisions of the Public Service Vehicle (Lost Property) Regulations 1978 as amended by the PSV (Lost Property) (Amendment) Regulations 1995 a short summary of which follows:-

Any such property which before it has been deposited is claimed by a person who satisfies the member of staff or other duly authorised servant of the Company that he is the owner, will be returned forthwith to the claimant without fee or reward, upon giving his name and address to such staff member or other authorised servant.

If any property so retained by the Company or their representatives appears to them to be of a perishable nature, and it is not claimed within 48 (or earlier if it becomes objectionable) hours from time when it was found, he may there upon destroy or otherwise dispose of it as he sees fit.

*Under the provisions of the above Statutory Regulations the Company **may** charge claimants of lost property a fee, plus advance payment for postage & packing if applicable.*

Any property unclaimed within one calendar month will be disposed of in accordance with the Statutory Regulations.