

# Special Needs Home to School Transport



## Guidelines for Schools

# Guidelines for Schools

**These guidelines are for schools involved in home to school transport for young people needing special arrangements. It lists what is expected from you over and above any statutory requirements.**

Derbyshire County Council believes whenever possible young people should be encouraged to develop independent travel habits using public transport. But the nature of placements in schools and centres means that arrangements have to be flexible. To achieve this the authority works in partnership with transport providers, parents and carers, schools and young people to provide a quality service.

The county council provides more than 300,000 taxi and minibus journeys each year for young people who have special educational needs.

These are monitored and reviewed regularly. Most of the time things run smoothly, but when problems occur Derbyshire County Council will deal with and resolve issues as quickly as possible.

We try to avoid constant changes of operator but we have to maintain high, cost-effective standards of service and are required to tender every five years. Any contractor who regularly fails to meet the terms of its contract may find its services terminated.

Taxi and escort arrangements are also reviewed every year at the student's annual review meeting.



For some the provision of transport will continue throughout their school life. For others improved skills and increased independence means they don't need this help any more. In such cases decisions to end special transport provision will be taken in partnership with parents/carers and students.

Please read these guidelines to help deliver a quality service to young people needing special school transport arrangements.

## Passenger behaviour: Safety:

- drivers and escorts are encouraged to report or discuss any concerns about behaviour. Your support can play a vital role in ensuring that behaviour on home to school transport is consistent with school standards.
  - where drivers or escorts report difficulties with passengers we ask that the school supports Derbyshire County Council's efforts to resolve the situation by reinforcing passenger responsibilities. These are outlined in Guidelines for Parents and Carers.
  - in extreme cases of misbehaviour, vandalism or failure to comply with passenger responsibilities transport may be withdrawn. In these circumstances co-operation from school is essential.
- please help to ensure that pick-up and drop-off points remain safe by being kept clear at the beginning and end of the school day.
  - if home to school transport fails to arrive to collect pupils within 15 minutes of the expected time, please inform the contractor and the council's transport unit. Then arrange for students to wait safely until alternative arrangements have been made.
  - once a student is off a home to school transport vehicle on school grounds they become the school's responsibility.
  - on request, school staff should help students on and off vehicles.



## Other:

- please be aware that only journeys at specified drop off and pick up times are provided. If a student is ill and has to leave school early, has a medical or dental appointment, is on an external exam, or is excluded, parents or carers are responsible for providing transport.
- please supply transport operators with details of days when you are closed.



## Further information:

We hope you find these guidelines useful but if you have any queries or need more information about special needs school transport please contact

**Call Derbyshire 08 456 058 058**

(8.00am–8.00pm weekdays, 9.30am– 4.00pm Saturdays).

Or you can write to:

**Special Needs Transport**

**Environmental Services Department**

**Derbyshire County Council**

**County Hall, Matlock, Derbyshire DE4 3AG**

Email: [public.transport@derbyshire.gov.uk](mailto:public.transport@derbyshire.gov.uk)

Guidelines are also provided to contractors, drivers and escorts and parents and carers. If you would like copies of these leaflets please contact

**Call Derbyshire 08 456 058 058.**

If you have difficulty reading these guidelines they can be made available in other formats. Please contact Call Derbyshire 08 456 058 058 for more information.

Published by the Public Relations  
Division, Chief Executive's Office,  
Derbyshire County Council, County Hall,  
Matlock, Derbyshire, DE4 3AG.

 **DERBYSHIRE**  
County Council  
Improving life for local people