

HOMETO SCHOOL TRAVEL ASSISTANCE



**PARENT/ CARER
WELCOME PACK**

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INTRODUCTION



WELCOME TO HARINGEY'S HOME TO SCHOOL TRAVEL ASSISTANCE SERVICE. WE HOPE THE INFORMATION IN THIS BOOKLET HELPS YOU UNDERSTAND HOW THE OPERATION WORKS, AND THE PROCESSES THAT SUPPORT IT FOR THE SAFE TRAVEL TO AND FROM SCHOOL OF YOUR CHILD.

We will explain the responsibilities of Home to School Travel Assistance Service, the responsibilities of parents and carers, along with other helpful information about how it all works. If you have any questions after reading this, please do get in touch; the contact details can be found on the 'Contact us' page at the end of the booklet.

Haringey's Home to School Travel Assistance Service is a section of Children's Services which coordinates passenger transport on behalf of the Council. We provide home to school travel arrangements for eligible children and young people within the borough. We deliver several types of travel assistance to and from educational venues both in and out of Haringey, for a wide range of clients. These include children and young people with Special Educational Needs and Disability (SEND).

We are responsible for your child whilst

they are in our care, ensuring that your child gets to their educational venue safely, on time, and ready to learn. We aim to provide a reliable, and stress-free service.

You can expect a high standard of safety and quality, both from us and from any contractors we use. We regularly monitor all parts of the service, however if you have any concerns, please do contact us.

Enclosed with this booklet is a letter with details of your child's travel arrangements for the upcoming year. It will include:

- Transport start date;
- Route number;
- Pick-up/ Drop-off point ;
- Approximate pick up/ drop off time [this may vary depending on traffic etc.];
- Passenger Attendant [if applicable] and their contact number;
- Contractor name providing the transport vehicle.

TYPES OF TRAVEL ASSISTANCE



The London Borough of Haringey will provide one of the following forms of travel assistance to transport your child to and from school. We will work with parents to find the most suitable method of travel assistance; based on the needs of their child. Our aim is to ensure that all children are transported in the safest way possible, and arrive at school ready to learn.

1 VEHICLE TRANSPORT

This is transport delivered by a bus or taxi, often on communal/ shared services with other passengers attending the same venue.

This may include travel with or without a Passenger Attendant (PA), depending on the needs of the passenger(s) on board the vehicle.

2 INDEPENDENT TRAVEL TRAINING

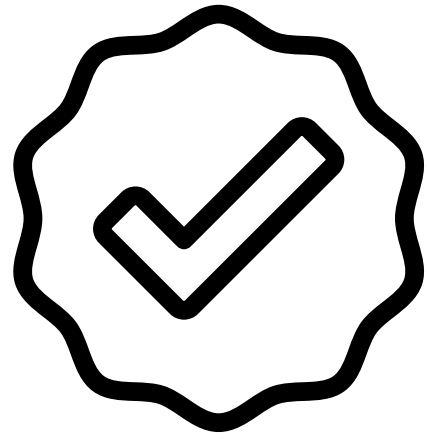
A bespoke training programme will be delivered by an accredited travel trainer. The aim is to develop the travelling skills of the child, with the targeted outcome of them eventually being able to travel to and from school independently. This is a scheme that promotes increased independence, confidence, travel knowledge and road/personal safety.

3 PERSONAL TRAVEL BUDGET

These are payments designed to help you financially with making your own travel arrangements to and from school/college for your child. They offer the most flexibility for parents and carers, as you can make your own bespoke arrangements that fit around your family's circumstances.

4 TRAVEL BUDDY

The child will travel to and from school with a Passenger Attendant, aka a travel buddy, using walking and public transport routes. Travel buddies may be used in conjunction with Independent Travel Training (ITT) to help reinforce what the child/ young person has learnt in the sessions with the travel trainer, however they may be used without ITT.



THE FOLLOWING OUTLINES THE RESPONSIBILITIES OF THE LONDON BOROUGH OF HARINGEY'S HOME TO SCHOOL TRAVEL ASSISTANCE SERVICE WHILST DELIVERING ARRANGEMENTS FOR PASSENGERS

Our main responsibility is to provide suitable home to school travel arrangements, that are safe, and ensure every passenger arrives at school ready to learn.

While we strive to provide your child with a regular driver and Passenger Attendant (PA), occasional changes may be necessary. Please be aware that the number of passengers may vary throughout the academic year, potentially affecting pick-up/drop-off times, vehicle type/size, and staff. Rest assured, we will endeavour to keep changes to a minimum and inform you promptly about any changes.

We will provide suitably trained staff based on the needs of passengers. Our staff receive comprehensive training in the following:

- Safeguarding [Level 2]
- Passenger Assistant Training Scheme (PATS)

- Basic First Aid [Level 3]
- Positive Behavioural Handling
- Wheelchair and safety harness
- Fire evacuation protocols
- Autism Awareness
- Makaton/ BSL

If it has been agreed for the parent/ carer to act as an escort for the child, please ensure a responsible adult is identified for the role.

The Council maintains strict standards for all transportation services. Our drivers and coach escorts have valid Disclosed and Barring Service checks (DBS). All vehicles provided by Haringey will be fully licensed with the relevant body.

Your child's safety and well-being are our top priorities, and we aim to provide a reliable and secure transportation service throughout the year.

PARENT/ CARER RESPONSIBILITIES



THE FOLLOWING OUTLINES THE RESPONSIBILITIES OF PARENTS AND CARERS WHILST USING HARINGEY'S HOME TO SCHOOL TRAVEL ASSISTANCE SERVICE.

As a parent or guardian, please make sure your child is ready for school or centre at the designated time and pick-up point. Being punctual helps everything run smoothly.

At the end of the day, be at the assigned meeting point to receive your child at the drop-off point. If you can't make it, please arrange for a responsible adult to take charge. If someone else is collecting your child, let the Haringey Home to School Travel Assistance office know and provide them with a password for added safety.

If your child attends breakfast or after-school clubs, please arrange their transportation yourselves.

Transportation to and from schools is scheduled at the beginning and end of the regular school day, unless agreed beforehand by the department

Please keep us updated with any changes to your contact details,

medical needs, and provide a new application if any of the circumstances on the next page are relevant to you. Please note that all information updates should go through the office, and not through PAs, drivers or contractors with information updates.

We'll try our best to accommodate specific pickup and drop-off times, but we must be fair to everyone and can't always accommodate these requests.

If you have any concerns with regards to your child's travel arrangements, whether it is to do with vehicles, staff, times etc., please do contact us with the details. Issues with staff/ contractors will be dealt with discreetly.

Together, we can create a safe and reliable transportation experience for all children using our services. Thank you for your cooperation.

TRAVEL ASSISTANCE APPLICATIONS

1

WHEN DO YOU NEED TO APPLY

If your child is currently receiving travel assistance from Haringey, you don't need to make an application for travel assistance every year.

You will only need to complete an application if one (or more) of the following applies to your child:

- the child doesn't currently receive travel assistance but needs it (new application)
- there has been a change in your child's needs
- the child has changed home address
- the child has changed the school they attend
- the child is moving from nursery school to primary school
- the child is moving from primary school to secondary school
- the child is 16+ and moving to a new school or college, or remaining at the same school

2

HOW TO APPLY

Applications for travel assistance can be made at the following website:
www.haringey.gov.uk/schooltransport

Each application will be carefully considered in line with Haringey's Home to School Travel Assistance

policies, which can be found on our website.

You will receive a correspondence regarding the outcome of the application, and the arrangements that will be in place for your child.

3

WHAT TO DO IF YOU MOVE TEMPORARILY/ YOU NO LONGER REQUIRE TRAVEL ASSISTANCE

If you move as a temporary relocation, please inform the transport office in writing with at least one week's notice.

Also, please ensure to provide the Transport Office with alternative/emergency contact details including full postal address and telephone number(s) i.e. neighbour or family member living close by.

We will then inform you of the next steps, as the current travel arrangements in place may need to

change.

If you no longer require travel assistance, for example if you were moving out of the borough, please let the department know as soon as possible. This will allow us to efficiently reallocate resources to ensure we provide the service for as many passengers as possible.

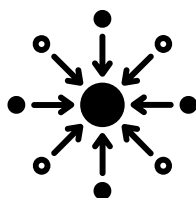
COLLECTION/ DROP OFF PROCEDURE

YOU MAY BE ALLOCATED ONE OF THE FOLLOWING TYPES OF COLLECTION/ DROP OFF POINTS . THE TYPE OF LOCATION IS DETERMINED BY YOUR CHILD'S NEEDS.



END OF ROAD COLLECTION/ DROP OFF POINTS

You will need to meet the vehicle at the end of your road, or designated point nearby home, handing over and collecting your children from the vehicle. You are responsible for your child's safety in getting to this location. If you have concerns in doing so, please contact us.



CENTRALISED COLLECTION/ DROP OFF POINT

These centralised points are often used for multiple passengers living reasonably near to one another to be picked up/ dropped off at the same time. The place the school transport vehicle will stop has been risk-assessed for safety purposes and are usually in places like car parks, bus stops etc.



HOME COLLECTION

This is available to some students where it is not reasonable for us to expect parents to get their child to a collection/ drop off point based on their needs. Please contact us to discuss if this is possible for you.

PICK UP PROCEDURE

You should ensure a responsible adult is available to go to the designated meeting point to receive your child. If you are running late to collect your child, please notify us at the earliest opportunity as we will need to notify the relevant parties and ensure safeguarding procedures are adhered to.

If there is no responsible adult at the meeting point: -

- The vehicle will drop off the other students first and then come back to your drop-off point after the last drop off.
- If there is nobody available and nobody can be contacted, we will inform the Duty Social Worker. A decision will be made regarding the best course of action.
- The department will, send you a text message with the address and telephone details of where your child has been taken.
- Unfortunately, if this does happen your transport may be suspended pending a strategy meeting with the department and others in SEND and Social Care.

All drivers and PAs have been instructed never to leave your child with anyone other than their parents or carer, or a pre-arranged named individual.

We understand that on occasion an emergency will arise, and you will need someone else to pick-up your child. In this instance PTS must be informed as soon as possible as we need to know so we can inform the PA who to expect on collection. We will not hand over any child to an unauthorised individual.

SCHEDULE & WAITING TIME



SCHEDULE

An approximate time for collection and return of your child will be confirmed by the PA after the first day on transport. As the route settles you should expect these times to be much the same on most days. However, factors beyond our control such as heavy traffic, mechanical faults, breakdown of vehicles, road maintenance and closures, may on occasion cause some delay.

The PA and/or department will make every effort to let you know by text or phone of any delays. If your child's transport does not arrive within 10-15 minutes of the scheduled pick up or drop off time, please contact us.

WAITING TIME

The PA will call you in advance to let you know an approximate time they will arrive at the pick-up point. On arrival you should be ready with your child to board the vehicle. The PA will call you to say they've arrived. From

this point, you have three minutes to get onto the transport. If you do not appear, they will text/call you to inform you that they've moved on to the next student or direct to the school/college. This is to minimise the length of time children are on board the vehicle and to avoid disruption to those waiting to be collected. It is also to enable the other students travelling in the same vehicle as your child to arrive at their destination on time. If you miss the vehicle, it is your responsibility to get your child to school for that day.

In exceptional circumstances, we may allow for additional waiting time. However, this must be pre-agreed with the Home to School Travel Assistance department, and will be granted based on an assessment of the child's needs.

HEALTH & SAFETY ON TRAVEL ASSISTANCE

SAFEGUARDING

Safeguarding children is everyone's responsibility and therefore, our staff have a duty to report any Child Protection concerns they might have to the Transport Office. We will report this to the First Response Team, Local Authority Designated Officer [LADO], Children and Families Team, or Disabled Children's Team [DCT].

MEDICAL

PAs and Drivers are not permitted to administer any form of medication to passengers. This includes Epi Pens and tablets. All PAs have received basic First Aid training. If your child needs to carry medication to and from school, please ensure the medication is safely kept inside his/her bag. The bag will be handed over to a responsible adult at the school/ college/ centre. Medication cannot be stored on the vehicle.

If there is a change to your child's medical needs, please notify us as soon as possible. This will enable us to put the right measures in place to ensure your child's safety

SEATBELTS

By law, all passengers [including PAs and Drivers] must wear their seatbelt. The department will endeavour to put measures in place to prevent passengers who unbuckle their seatbelt during journeys. The use of seatbelt clips are prohibited by the the Department for Transport, and Haringey may seek help from parents to find suitable solutions.

We will provide a booster, or child seat, where required.

TOLIET

Please ensure your child visits the bathroom

prior to leaving home as stopping during the journey will not be possible.

GAMES, TOYS, IPADS ETC.

Passenger are generally not allowed to use electronic devices/ toys on their home to school journeys. However, we recognise that these objects can aid in the regulation of behaviour. If your child would benefit from having access to items such as these whilst on transport, please contact the office so a risk assessment can be conducted. This will decide whether the passenger will be allowed to board with the item.

FOOD AND DRINK

Children are permitted to drink water whilst on the vehicle but no other liquids. Children are not permitted to eat on transport for Health and Safety reasons, though we do understand that their medical needs may require them to have something, for example with certain forms of diabetes. The department will need to be informed of any requirement in writing by parent/carer.

Please see that all foods and beverages are appropriately packed and handed to the PA, who in turn will hand the item(s) to a member of staff at your child's school/centre.

CAN PARENTS/ CARERES TRAVEL WITH THEIR CHILDREN?

Parents and carers are not allowed to travel on any vehicle, unless permission has been granted beforehand by the Home to School Travel Assistance department's office. This is for safeguarding reasons.

SICKNESS PROCEDURE



OUR TOP PRIORITY IS TO MAINTAIN A HEALTHY AND SAFE ENVIRONMENT FOR ALL PASSENGERS. AS PARENTS OR CAREGIVERS, WE KINDLY ASK YOU TO CONSIDER OTHER PASSENGERS' WELL-BEING WHEN DECIDING WHETHER TO PUT YOUR CHILD ON TRANSPORT.

To ensure the safety of everyone, passengers with certain symptoms and infections should not be placed on school transport. These include flu, COVID-19, fever, diarrhoea or vomiting within the last 48 hours, eye or skin infections, and other symptoms of communicable or infectious diseases, such as head lice or chickenpox.

If your child has a specific medical condition that our staff should be aware of, please inform us via email and provide details of any signs or symptoms they should be vigilant about.

If a passenger appears unwell during transport, we will make efforts to separate them from others and inform both the parents/carer and the school. In such cases, you may receive a call from the school to take your child home. We will suspend transport for your child until they have fully recovered, at which point you can contact us to resume transport services.

If your child becomes unwell at school and needs to be collected earlier than usual, please make your own arrangements to pick them up.

SUPPORTING PASSENGERS IN WHEELCHAIRS



Parents / carers should bring their child to the vehicle in the mornings, and hand over their child to the PA. They should also collect their child from the vehicle in the afternoon from the PA. This is unless a different arrangement has already been agreed with Haringey Home to School Travel Assistance department. The PA will be responsible for boarding/offboarding your child via the tail lift. For Health and Safety reasons Parents/Carers are not permitted to travel on the tail lift.

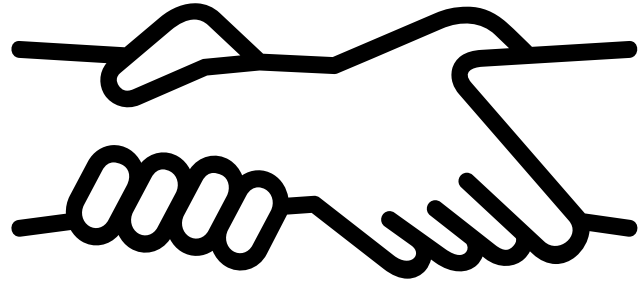
All wheelchairs and buggies must be certified as crash tested prior to being permitted on board transport. If your child's wheelchair or buggy has a faulty fixture or fitting [including head rests, footrests, lap and safety belts] and cannot be transferred safely, we will not transport your child unless a suitable alternative, or appropriate replacement is available. Please liaise

with your child's school or the wheelchair clinic to arrange repairs or replacements.

All vehicles are fitted with appropriate straps and clamps for wheelchairs, and where required, seat harnesses.

Unfortunately, if your child has very poor mobility but does not travel in a wheelchair or have an appropriate walking aid, PTS may have to suspend transport pending a risk assessment.

BEHAVIOUR AGREEMENT



THE FOLLOWING OUTLINES THE EXPECTED BEHAVIOURAL STANDARDS WHILST USING HARINGEY'S HOME TO SCHOOL TRAVEL ASSISTANCE SERVICE.

Any action by your child on their journeys to and from school that is deemed as dangerous to themselves, other passengers, and/ or staff will be investigated.

In the event of a serious Health and Safety risk, transport may be temporarily withdrawn until the relevant resources can be provided to support the child's journey. In these circumstances it will be the parent's responsibility to transport the child to school until the necessary resources can be provided.

A risk assessment will be conducted, and the outcome may affect the type of travel assistance they receive. We will include parents, schools, and other care professionals in this process.

At times, for the safety of the student and those travelling with them, it may be necessary to ask you for permission to use a seat harness. These are only

used in difficult cases when the student exhibits challenging behaviour/ may try to get up and move around while the vehicle is moving. Most students adapt to these very quickly and settle down for the journey.

We recognise that our passengers may display a wide variety of behaviours due to their needs, and this will form a key part of the investigations/ risk assessments that will take place.

We would like to reiterate, that any withdrawals of transport are not used as forms of punishment. They are used to allow us to put mitigating measures in place to ensure the safe travel of your child.

LOW TRAFFIC NEIGHBOURHOODS (LTNS)

It's important to note that this scheme falls outside the remit of the Home to School Travel Assistance department, and we do not have any control over its implementation or enforcement.

Nonetheless, the Home to School Travel Assistance department has actively advocated for the interests of children and young people with Special Educational Needs and Disabilities (SEND) in the development of this scheme. As a result, Haringey has chosen to establish a comprehensive policy of exemptions for individuals with SEND

Notably, vehicles used for transport children and young people with SEND to and from school, such as buses, are exempted from the imposed restrictions during specific timeframes—namely, morning and afternoon—for the purposes of pickups and drop-offs. This measure aims to minimize the duration that children with specific requirements spend on vehicles.

Furthermore, an exemptions policy has been introduced to accommodate eligible families and their vehicles. More intricate details regarding this policy can be found in the provided link. This exemptions policy strives to promote equality as much as possible. It remains aligned with the overarching objectives of the council's LTN while functioning within the practical parameters of administering, managing, and enforcing traffic restriction measures.

For additional information, including the procedure for applying for an exemption, kindly refer to the provided link on the council's official website: <https://www.haringey.gov.uk/parking-roads-and-travel/roads-and-streets/haringey-streets-people/low-traffic-neighbourhood-exemptions>.

Should you require assistance in completing application forms, a dedicated customer service line is accessible at 0208 489 4787.

CONTACT US

In order to get in touch with our Passenger Transport Services, please write to:

Passenger Transport Service
5th Floor,
48 Station Road,
Wood Green,
N22 7TY

Or email school.transport@haringey.gov.uk.

Passenger Transport Services can be contacted on:
Tel: 020 8489 5629

If you have a general enquiry, please avoid calling at peak times such as 7.45am to 8.45am and 2.30pm to 3.45pm.

If your query is urgent, please call and we will respond to you as soon as possible.

