

Action Card

Card number	007
Project	SEND Transport
As a	Group of families who have had challenges with H2ST this academic year
We want	<p>1) To have a clear and robust roadmap of how the current application/assessment and delivery processes are going to be significantly changed to ensure that families are not:</p> <ul style="list-style-type: none"> - Left without transport at the start of term - That families are given a fair and timely decision <p>That families have regular communication and updates throughout the process at different stages of the year.</p> <ul style="list-style-type: none"> - That families are given clear and consistent information about the specific transport arrangements at least 7 days before the start of term so that they can prepare their child or young person. <p>2) To have a robust communication process which should include a central one point of contact email address and telephone number that parents can contact the transport team on. There should be clear timescales of when parents will receive a response. (e.g. 48 hours for a call back and 5 working days for an email) This information should be on the automated email response, displayed on the website and be on all communication sent out to parents.</p> <p>There should also be a clear escalation route included in this information should a response not be received within the specified timescales. There should also be a separate safeguarding contact method that can be used in situations where an urgent response is required. (More details on this are in point 3)</p> <p>3) To have a clear and transparent information available to families about the training and safeguarding checks drivers receive prior to driving children. This should also detail refresher training and checks</p> <p>A clear and transparent process of how to report concerns about drivers or PA's or incidents with other children and the process that follows this. This should include clear timescales and how to escalate if this is not followed.</p> <p>Clear steps and guidance on measures to keep children safe to include;</p> <ul style="list-style-type: none"> • Car seats • Drivers use of mobile phones • Seatbelts • Information about a child passed to the driver • <p>To implement a safeguarding contact line that parent carers and schools can report urgent safeguarding concerns about transport (driver or other</p>

occupants) These concerns should be responded to within 24 hours and dealt within 5 working days depending on the level of risk. Guidance should be put together to demonstrate how parents and carers and schools will be kept up to date and the process they will follow.

- 4) To develop a robust process where SEND, Admissions and transport work together and communicate effectively to ensure the experience for the family is joined up and seamless journey.

This should include journey times being factored in to placement decisions and communicated with the transport team at the earliest opportunity

- 5) To have clear guidance on how you intend to adhere to the recommended statutory timescales (max journey of 45 mins for primary and max 75 mins for secondary) whenever possible, and assurance that these times won't be exceeded by adding too many children to a route. This should include journey times being factored into placement decisions and communicated with the transport team at the earliest opportunity.

- 6) Information should be readily available to families about what to do in the instance that the child's driver changes suddenly or frequently.

This should include:

What should happen if there are changes

How should changes be communicated to families (by who and within what timescales)

What to do if there are frequent changes

How to escalate concerns or request a change

- 7) Initiate a working party to ensure that children accessing alternative provision or EOTAS have transport in place this will ensure children who are receiving this type of provision are able to attend their education setting and receive the education they are entitled to without unnecessary delays. (Explore ITA's, SEND team budget, who is responsible)

- 8) To have preparation for adulthood in mind for all young people and ensure families are aware of the independent travel training offer and can consider this for their young person where appropriate. To look at existing public transport routes and commission more routes to enable young people to travel independently if they are able to.

So that	Children and young people (CYP) and their families can have a clear and transparent understanding of the H2ST process. CYP can travel to school safely and arrive ready to learn. Families will not be negatively impacted by the
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