

Where schools are open and an individual contractor chooses not to operate due to the road conditions, the operator will be responsible for notifying parents.

### Accident or Breakdown

In the event of a breakdown, minor accident or the transport becoming immobilised, children will be instructed to stay on the vehicle until alternative transport can be organised. If the circumstances are deemed dangerous, the pupils will be guided to a place of safety.

### Contract Tendering

It should be noted that all home to school transport contracts are re-tendered on a three yearly cycle. Although Sustainable Transport Team and Education Department colleagues will work to try and ensure continuity of Driver and Passenger Assistant, this cannot be guaranteed. This is because of the increasing number of children and young people with additional support needs who require to be transported to and from school and the encouragement of competition amongst the independent contractors submitting bids.

### Monitoring & Quality Assurance of Transport

The Sustainable Transport Team is responsible for monitoring the performance of each school contract. This is carried out through liaison with schools and operators and also regular surveys.

We welcome feedback from parents and pupils. Please advise the appropriate contact person in the Sustainable Transport Team (highlighted on the letter from the Council detailing the pupil's transport arrangements) or contact the Head Teacher.

Please advise us as quickly as possible of any operational concerns. This allows us to investigate and deal with any problems before they become more serious. School transport vehicles are fitted with mobile phones (or equivalent) to ensure that Drivers and Passenger Assistants can maintain contact with their base, the school or the Sustainable Transport Team.

### School Transport Contact Information

#### Moyra Buick, Transport Controller

Tel: 07795 487094 E: Moyra.Buick@dundeeccity.gov.uk

#### Mark Devine, Transport Officer

Tel: 07393 267676 E: Mark.Devine@dundeeccity.gov.uk

#### John Berry, Team Leader: Sustainable Transport

Tel: 01382 433537 E: John.Berry@dundeeccity.gov.uk

For information about entitlement and eligibility, contact:

#### Additional Support Needs Travel Team

c/o Kingspark School

Glenaffric Terrace

Dundee DD3 8HF

**Angela Fairweather** Tel: 01382 433848

**Gill Ward** Tel: 07947 351823

*Please complete the table below to show the contact details of your Sustainable Transport Team contact, Driver, Passenger Assistant and Contact Details. It is recommended that you keep this leaflet for your own information.*

Sustainable Transport Team Member:

Driver's Name: Phone:

Travel Assistant Name: Phone:

Contractor's Name: Phone:

Contract Number:

*This leaflet is intended to provide parents/carers with information about the home to school transport arrangements made by the Sustainable Transport Team within the City Development Department on behalf of the Director of Education, Dundee City Council. Further information is available on the Council Website: <https://www.dundeeccity.gov.uk>*

## Home to School Transport Arrangements

information for parents/carers



## Council/Contractor Responsibilities

The Council is responsible for the general safety and welfare of pupils during the time they are travelling and when getting on and off the vehicle at their educational establishment.

Bus and Taxi Operators who provide the service are subject to a wide range of requirements relating to safe and legal operation of transport. All transport providers are issued with guidance which explains how they should perform their duties including the procedures that should be followed in situations such as breakdowns and bad weather.

The Driver (and Passenger Assistant when provided) will take all reasonable steps to ensure the security, safety, dignity and comfort of pupils in their care. Drivers and Passenger Assistants are subject to formal vetting procedures to ensure their suitability to work with children (PVG check).

Contractors are required to ensure that children and young people will arrive at their educational establishment around five minutes before the beginning of the school day.

## Parent/Carer Responsibilities

- Parents/Carers must liaise with their transport provider to ensure contact details are exchanged.
- Parents/Carers are responsible for taking their child to and collecting their child from the transport vehicle at home.
- **Parents/Carers are expected to have their child ready when the bus or taxi arrives.** Passenger Assistants and Drivers will not call at the house for children. In the event of the child not being ready, Drivers are advised to wait for a maximum of 5 minutes beyond the agreed time and then to continue their journey. Should this happen, Parents/Carers are responsible for taking their child to school and vehicles will not return to the child's home. Repeated lateness will result in a letter of warning being issued and may result in the removal of transport assistance.
- Should a parent or other responsible adult not be at home to receive their child in the afternoon, Drivers are instructed to return the child to school.

- If there is regularly no-one at home to receive the child, this may also result in transport being withdrawn. It will then be the responsibility of the Parent/Carer to take their child to school.
- It is important that Parents/Carers advise the Council if there is a significant change to their child's transport needs including a change of address.
- To ensure safe home to school transport, it will be necessary for school staff and/or medical professionals to share information about pupils. This will only be done if necessary and the details shared will only be those relevant to transport.
- In cases of misbehaviour while travelling on school transport, children will be subject to the normal disciplinary procedures of the school, but Parents/Carers are ultimately responsible for the behaviour or their child.
- Where the safety of other pupils and/or staff is seriously compromised, transport may be withdrawn either temporarily or permanently. In such circumstances, if no alternative transport can be provided safely by the Council, the Parent./Carer will be required to ensure their child's attendance at school.
- If transport is not required for any reason, Parents/Carers should contact the Contractor directly to cancel transport for that day. The Sustainable Transport Team should be contacted if transport is to be cancelled for a longer period and again to ask if transport can resume.
- Children will only be left with a Parent/Carer or a named person.

## Wheelchairs, Special Seats & Harnesses

Drivers have the right to refuse to transport a wheelchair if it does not comply with basic safety standards as specified in the Department of Transport Code of Practice "The Safety of Passengers in Wheelchairs on Buses" (VSE87/1).

The Council is advised of the need for children to have access to specialist seating and/or harnesses by

Allied Health Professional colleagues within NHS Tayside. Where pupils have particular mobility requirements or need specialist equipment, Drivers and Passenger Assistants are briefed accordingly. All equipment will be used according to the manufacturer's requirements or appropriate legislative requirements. Except for wheelchairs, Contractors have been advised only to use specialist equipment provided by the Education Department.

Should Parents/Carers wish their child to travel in a wheelchair, they must ensure the wheelchair is of an appropriate design and strength for transport purposes. Vehicle occupant restraints are the primary means of providing effective occupant protection in a wide range of crash conditions. The seating system is required to have structural integrity to support and contain the occupant so that restraint systems can fit properly around the passenger's body.

## Severe Weather Conditions

- The Driver will use their discretion to decide whether a road is passable or not. Parents/Carers can help Operators by notifying them of bad weather conditions in their locality.
- Occasionally, it may be appropriate for the Driver, Passenger Assistant and Parent/Carer to agree a temporary drop-off / pick-up point which is safe to use in the short term. It is the responsibility of the Parent/Carer to take their child to this agreed location.
- If a morning journey is abandoned, the Driver must return all pupils already picked up to their homes and into the care of a responsible adult.
- In the event of the journey to school being cancelled by the Operator due to severe weather, the Operator will not be responsible for taking pupils home in the afternoon.
- Notification of journeys being cancelled may be broadcast on Radio Tay if the severe weather is widespread.
- In the event of schools closing early due to severe weather, Contractors will be asked to transport children home early and into the care of a responsible adult.