

INTEGRATED TRANSPORT UNIT

HOME TO SCHOOL TRANSPORT 2024/25

Parent/Guardian Information and COVID 19 Update

We have prepared this information and update to help you and your family make any transition for your child starting or returning to school as informed as we can. You can also view our Frequently Asked Questions (FAQ's) on our Home to School Transport page on the council's website @ www.middlesbrough.gov.uk

Home to School Transport Information

▪ **Emergency Care and Contact Form**

Each new academic year we require updated information for student. There may be a need for two way communication with our Passenger Assistant, Driver or Operator including the need to contact you about arranging pick/drop off times, notifying you that they are on their way. Please ensure our office has all the relevant emergency contact numbers given to them and you have agreed how communications direct with the PA or Driver is to happen. Return the form to: eia@middlesbrough.gov.uk

- We have made every reasonable effort to ensure that any changes are minimised. Sadly many staff and operators have left the service for various reasons. It may be that your child's transport, transport pick up/drop off times, other passengers or staff are not the same or that staff may change at short notice.

As much as you can, prepare your child that these changes and other unplanned changes may occur and devise coping strategies with them in preparation for any other changes. It maybe that we need to update the information we hold about your child and knowledge of these coping strategies. We would welcome any updates you can provide. Email: eia@middlesbrough.gov.uk

- We are unable to transport to alternative addresses other than that registered with our team. If you have moved home and are still eligible for travel assistance we may be unable to provide amended travel support straight away. Contact our team and we can discuss what arrangements can be put in place.
- Our Passenger Assistants (PA) or Drivers are not permitted to come on to your property to collect / drop off your child. **YOU** or a responsibly aged family member **MUST** bring and collect your child to and from the vehicle each day. You may wish to discuss with your Passenger Assistant or Driver how you intend for this to occur. Your child should be ready to travel approx.10 minutes prior to you usual picking up time. For the start of the new term please contact your Passenger Assistant or Operator approx. 1 day prior to your child's agreed return to school date for an approx. pick up time. The vehicle will only wait up to 3 minutes for your child – the vehicle will then leave in order to ensure other children are picked up timely. It is your legal responsibility to ensure your child attends for school.
If your child is required to be picked up from a bus stop they must be at their designated stop at least 10 minutes prior to the pick up time.
- We must ensure Safe Delivery of Passengers home. Please ensure you or a responsibly aged person are at the front door of your property ready to collect your child. If your child travels with a Passenger Assistant they will not be permitted to leave the transport until the Passenger Assistant or Driver has made visual contact with the responsible person in the home.
- If your child travels unaccompanied please ensure that there is a responsible person in the property to receive them home. Any behaviour issues may result in travel support being temporarily suspended or removed.

- If your child is unwell and is not travelling contact the Passenger Assistant or our office. When your child is well or ready to be picked up, again contact the Passenger Assistant and our office and we will arrange for the transport to be resumed as soon as reasonably practicable.
- If your child travels unaccompanied please contact our office to cease or resume transport.
- The safety of your child, other passengers, other road users and staff is paramount. The council reserve the right to use safety precautions such as door locks, seat clips, car seats or other types of harnesses. Deprivation of Liberty Safeguards is detailed on the Emergency Care and Contact Form which should have already been returned to our team.
- Passengers must remain seated and secured into their seat using the seat belt or other restraint at all times during their journey. There may be a time when we are unable to transport your child safely. In these instances we will discuss with you why and what travel assistance can be offered to you. During this time it is your legal responsibility to ensure your child attends for school.
- NO food or drink is to be consumed at any time whilst on transport.
- All medications must be carried in the student's personal baggage. It must be in a container clearly marked with the passengers name on it. Details and location of all medications or equipment to be carried should be noted on the Emergency Care and Contact Form. If the student requires emergency medications or care during transport you must discuss this with us prior to them travelling. Unless certified to do so, Transport Staff will not administer medications.

IT IS VITAL TO REDUCE THE OPPORTUNITY OF CORONAVIRUS SPREADING

COVID 19 UPDATE

In line with government guidance measures are in place to reduce the opportunity of the virus spreading and cross contamination occurring as detailed below:

- Our vehicles will be well ventilated by having windows and vents open. You should ensure your child is dressed appropriately i.e. if it's cold they may need to wear an extra layer of clothing or coat. Your child needs to board with washed or sanitized hands.
- All home to school transport vehicles have increased levels of hygiene which will be monitored. If you have any concerns over the hygiene of the vehicle or staff please get in touch with our office.
- Middlesbrough Council staff may be wearing Personal Protective Equipment (PPE) and could include use of a mask, gloves or other PPE. Please ensure your child is prepared for this. Staff will have their ID Badges on display. If you have any queries regarding our staff please contact our office.
- A reminder, our Passenger Assistant staff are not permitted to leave the vehicle or enter your property. You must ensure you bring your child to and collect from the vehicle morning and afternoon to board/ exit as directed.
- Our Passenger Assistants and contractors will record journey details for health and safety and track and trace purposes.
- There may be instances where we are unable to transport your child due to COVID 19, medical or other behavioral issues. In these circumstances it will be your responsibility to ensure that your child attends school. We will be in touch with you and discuss strategies, protocols or what other forms of travel assistance we may be able to offer you. It is vital that we have current and relevant contact numbers to be able to do this.

Useful Contacts

ITU Email: eia@middlesbrough.gov.uk
ITU Office: Tel: 353447
Website www.middlesbrough.gov.uk Home to School Transport
Govt. Website: www.gov.uk