

# MIDDLESBROUGH COUNCIL

## HOME TO SCHOOL TRANSPORT

### FAQ's

### Academic Year 2018/19

#### **What are your contact details?**

**Address:** Integrated Transport Unit, Unit 1 Letitia Street Industrial Estate, Letitia Street, Middlesbrough TS5 4BE

**TEL:** 01642 353447 **EMAIL:** [act@middlesbrough.gov.uk](mailto:act@middlesbrough.gov.uk)

#### **When can I get hold of someone in the office?**

School days, office hours are: 7am – 5pm.

Non-school days, office hours are: 8.30am – 5pm.

The office is closed weekends, bank holidays and associated bank holidays.

#### **What type of transport assistance will be provided?**

This depends on the needs of your child and the school/education facility they are to attend. All applications for transport assistance are assessed for eligibility and for the most suitable appropriate type of transport assistance for your child. We will write to you advising you what that assistance will be. View our Home to School Transport Policy on our website: <https://www.middlesbrough.gov.uk/school-transport> .

#### **What standards are expected of home to school transport operators and drivers?**

Only operators or drivers who have qualified on our approved tender list are allowed to carry out home to school transport contracts. To qualify they must be able to show that they meet our standards regarding health and safety, financial security, vehicle safety, insurance and driver regulations.

If you are an operator/sole owner and wish to be considered for our Home to School contract you must first register and create an account with North East Purchasing (NEPO) using their website: [www.nepo.org](http://www.nepo.org)

When Middlesbrough Council are looking for new suppliers, the opportunity will be published on the NEPO portal.

All drivers on Middlesbrough Council contracts are not only representing themselves, but their company and Middlesbrough Council. We have high expectations of all of our drivers and any allegation against them will be taken very seriously and investigated.

All drivers have a current enhanced DBS check.

Operators are issued with a Driver Protocol which all drivers must adhere to.

#### **If the transport is late or does not arrive, what should I do?**

Though we make every effort to minimise it, there may be occasions where we have unexpected delays or problems. Should this happen please wait for 10 minutes after the scheduled pick-up time. If the transport has still not arrived, please contact the Integrated Transport Unit on (01642) 353447.

If there is persistent lateness or issue with transport please inform us by calling our Integrated Transport Unit team on the number above.

**My child has a serious medical condition, who do I tell?**

In the first instance you must contact your school and inform them of any medical condition that your child has. Secondly, contact our Integrated Transport Unit so that we too can update our records and discuss with you what your child's needs are and if/how we can manage those needs.

**Lost property - what if my child leaves something behind on school transport?**

Contact us and we will give you the name and telephone number of the vehicle operator so that you can contact them directly and make arrangements to collect the property.

**Who should I contact if I have any concerns regarding my child's transport?**

Please contact the Integrated Transport Unit if you are worried or concerned about any aspect of your child's journey, including the behaviour of the other passengers or the safety or reliability of the vehicle. The sooner we are made aware of a problem, the quicker we can act to rectify it.

**What happens in the event of a road closure?**

We generally receive advance warning of scheduled road closures. Where school transport is affected, we may need to organise alternative pick-up/drop-off points with the operator.

We would then arrange for parents/carers to be notified of the temporary travel arrangements.

In the event of an emergency, roads may be closed without notice possibly causing delays to school transport, where possible we will publish emergency closures on Middlesbrough Council website [www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk).

Please contact the Integrated Transport Unit Team if you are concerned at any time about the late arrival of your child(ren).

**What about adverse weather conditions?**

Please listen to your local radio station to see if your child's school is closed. Details are also usually available on the [schools web site](#). If you are still unsure if the service is running, please contact the Integrated Transport Unit. In bad weather, it may be necessary for the transport operator to cancel the morning school journey at short notice if they not believe that they can reach the school safely.

Updates regarding delays and cancellations to contracted home to school transport will be reported on Middlesbrough Council website or please contact the Integrated Transport Unit. If you have a query regarding public transport routes, please contact the operator.

**If my child is being bullied on transport, what should I do?**

Schools have responsibility for the behaviour of their children on the way to and from school, including while travelling on home to school transport. Please report the incident(s) to the school in the first instance and then contact the Integrated Transport Unit. We will then liaise with the school.

**Can friends or parents travel on a school bus with other children?**

Safety is our priority. Parents and friends are not allowed to travel on school bus transport with others.

**Are changes ever made to school transport?**

To ensure transport routes remain efficient, cost effective and to keep travelling time to a minimum it is necessary to carry out periodic reviews. As a result, changes may occasionally be made to your child's transport, but we will always try to give you advance notice.

**My child has lost or damaged his/her pass, what do I do?**

If your child does not present a valid bus pass to the driver they will not be permitted to travel. It will be your responsibility to transport your child to and from school until a valid pass can be obtained.

If the pass is issued by the school, contact the school in the first instance. They will be able to discuss if a temporary or full replacement bus pass can be issued.

If the pass is issued by our Integrated Transport Unit contact our team and we can arrange how you receive the replacement bus pass. Make sure to check that we have a current photo. You may need to provide us with a new photograph for the new pass.

**What do I do if the details are wrong on the bus pass?**

Please contact the Integrated Transport Unit and if necessary we will endeavour to arrange a replacement without delay.

**My child no longer needs a bus pass, what do I need to do?**

Please notify the Integrated Transport Unit in the first instance.

In some cases, the pass will need to be returned to the Integrated Transport Unit or the school.

**We are moving house, will my child still be entitled to free school transport or transport assistance?**

Your child's eligibility will need to be re-assessed from your new address for the next academic year. **Please be aware that your child may not now be eligible.** The eligibility criteria is outlined within our Home to School Transport Policy which can be viewed on Middlesbrough Council's website: <https://www.middlesbrough.gov.uk/school-transport> .

As soon as possible, contact the Integrated Transport Unit on (01642) 353447 with your new details so we can update our records.