

A collection of stylized birds in red, teal, yellow, and red flying across the top of the page.

SEND Home to School Transport

Parent and Carers handbook



let's talk
Newcastle

Newcastle
City Council

The logo for Newcastle City Council, featuring a stylized illustration of the city's architecture.



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How Do I Contact the SEND Transport Team?

Office Hours:

Term Time: Monday to Friday, 7.30am – 4.30pm

School Holidays: Monday to Friday, 9.00am – 3.30pm

Christmas Holidays: Closed

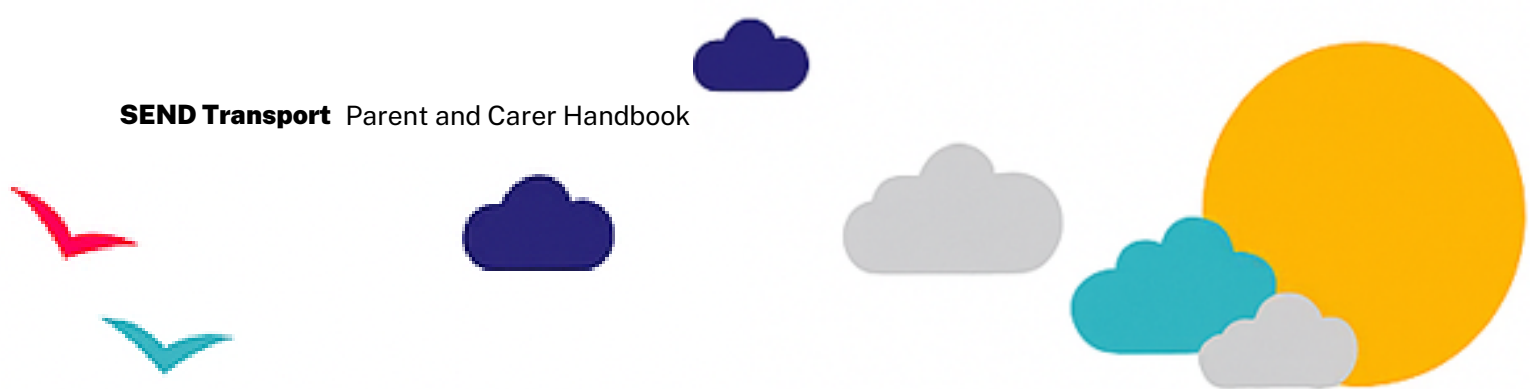
Contact Details:

 Phone: **0191 277 4646**

 Email: **sendtransportservice@newcastle.gov.uk**

SEND Transport Service
Newcastle City Council
3rd Floor, Civic Centre
Newcastle upon Tyne, NE1 8QH

We ask parents and carers to remain calm and courteous when contacting staff. Any threatening or aggressive behaviour may result in door-to-door transport being withdrawn, with support offered instead through a Personal Travel Budget.



How often do I need to apply for travel assistance?

If your child remains at the same school or setting and there are no changes to circumstances, you must complete a Contact and Needs Form each year or if you need to change any of your details. You can do this by scanning the QR code.



A new application is required if:

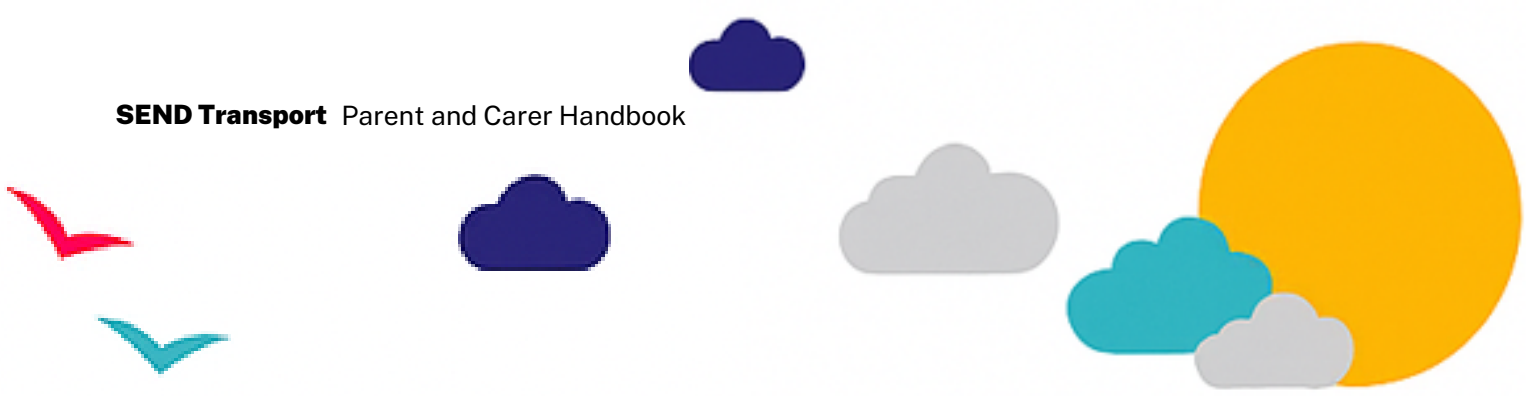
- Your child changes school or setting
- You move home

If school placement is not yet confirmed, do not worry-this will not affect your child's entitlement. Please keep the SEND Transport Service informed and apply as soon as details are available.



If you have any feedback for the service...

If you experience any issues with transport, please contact the SEND Transport Service as soon as possible. We can only address concerns if we are made aware of them.



How will the driver or passenger transport assistant know how to support my child?

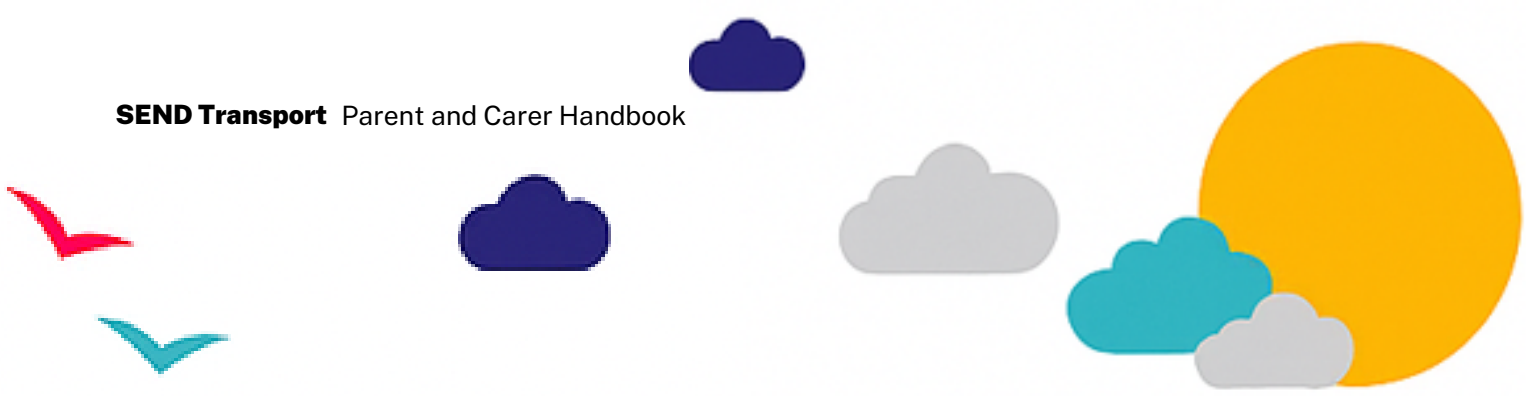
We work closely with schools and professionals, but the information you provide is essential. Details shared in application and Contact and Needs forms are passed to transport providers so they can meet your child's individual needs safely and appropriately.

What training do drivers and passenger transport assistants have?

All drivers and Passenger transport assistants must:

- Hold an enhanced DBS certificate (renewed every 3 years)
- Complete:
 - Level 1 Safeguarding Children Training
 - Basic First Aid
 - SEND Transport induction and council allegations policy briefing

Additional training may be required depending on the child's needs.



How will I know who is transporting my child?

Before a route begins, the transport provider will contact you to arrange an introduction.

If you do not hear from them, please contact the SEND Transport Service.

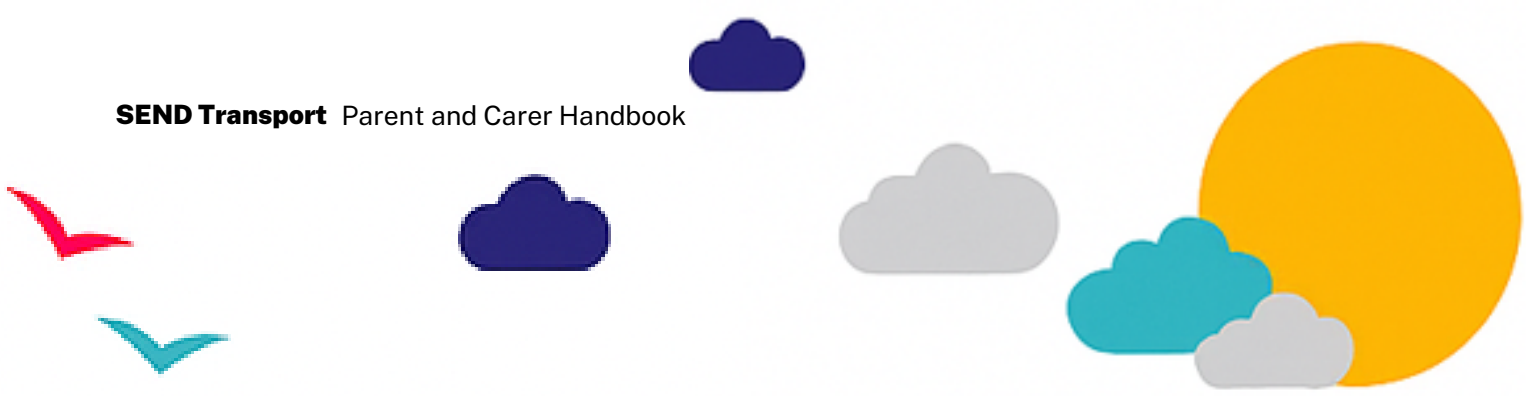
Why does transport sometimes run late?

Occasional delays may occur due to factors such as:

- Traffic or roadworks
- Weather conditions
- Vehicle breakdowns
- Delays caused by illness during a route

When delays occur, we aim to inform families as soon as possible. In rare cases, temporary suspension of transport may happen due to circumstances beyond our control.

Families will be notified promptly and alternatives explored.

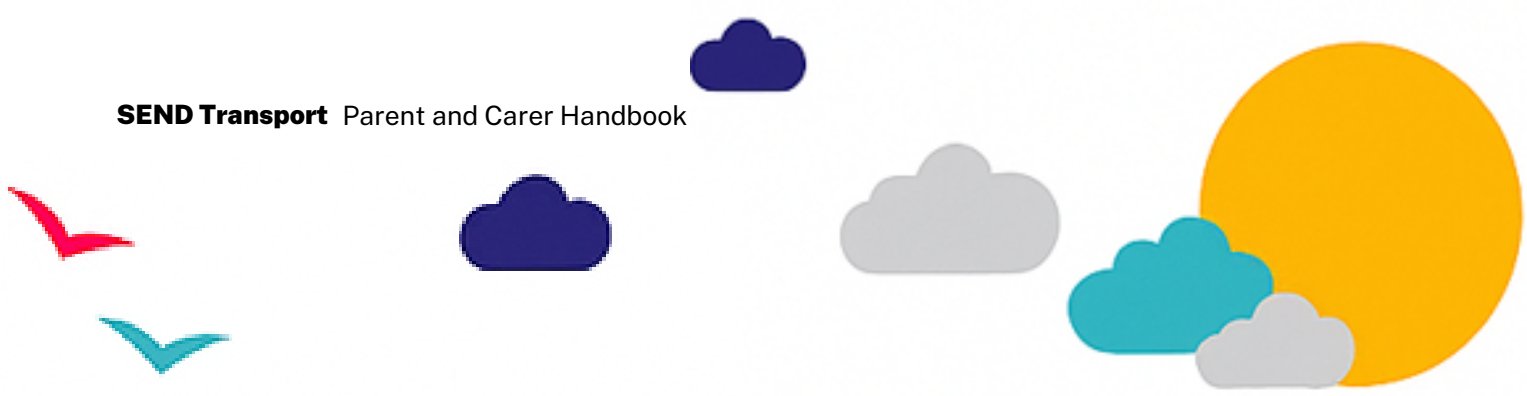


Why do transport arrangements sometimes change without notice?

While notice is given wherever possible, changes may occur at short notice due to illness or vehicle issues. These circumstances are unavoidable.

Pick-Up and Drop-Off arrangements

- Pick up and drop off times are determined by the start and end of the school day. Transport is provided from home to school only, therefore transport cannot pick up or drop off your child at any other address or at any other time of the day for any reason.
- Pick-up and drop-off times are approximate
- Transport will wait no more than 3 minutes at pick-up
- Drivers and escorts cannot leave the vehicle, knock at the door or beep their horn
- Parents and carers must accompany their child to and from the vehicle



What happens if I am not home for drop-off?

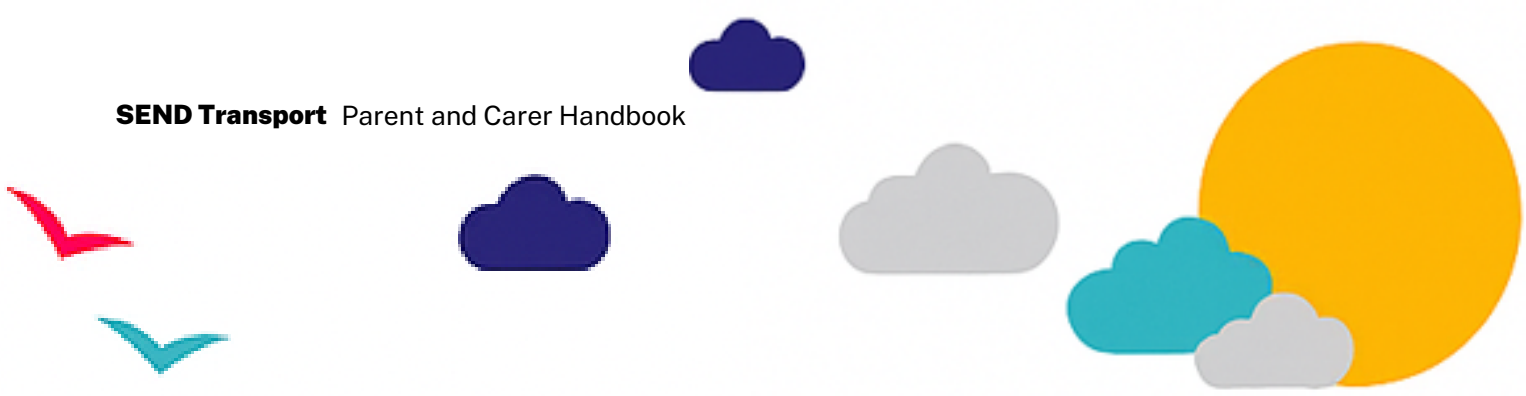
A responsible adult must be present to collect your child. It is the parent and carers responsibility to be available at the address 15 minutes before the usual drop-off time.

If no one is available after 3 minutes:

1. The SEND Transport Service will be notified
2. Attempts will be made to contact parents or emergency contacts
3. As a last resort, social care may be contacted

Repeated incidents may result in transport being withdrawn.

Safeguarding is everyone's responsibility and we have a duty to pass on information to appropriate services if this occurs.



Safety equipment and travel aids

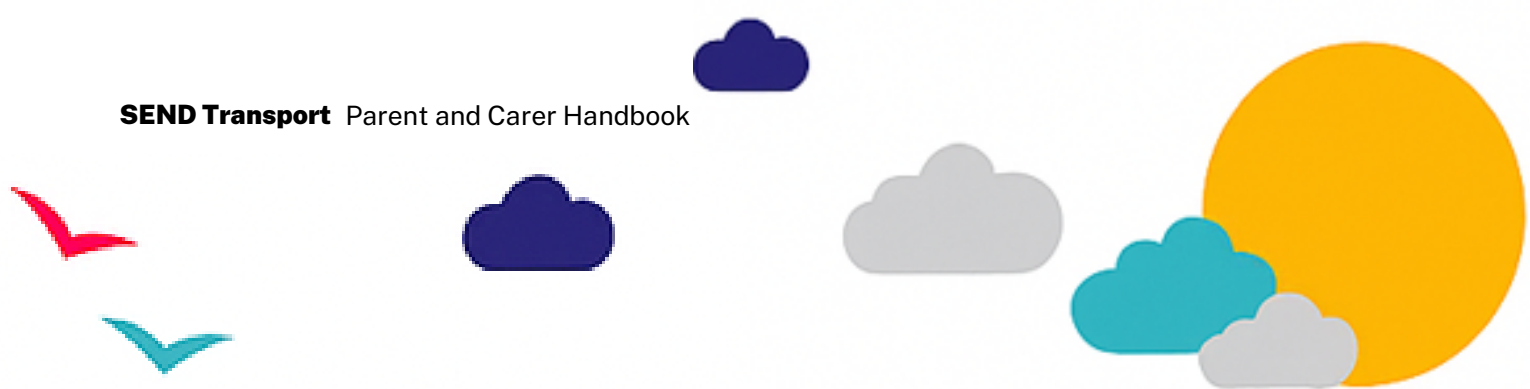
- Parents are responsible for supplying and fitting car seats if required
- SEND Transport Service will provide buckle guards or harnesses where assessed as necessary
- Specialist equipment is supplied for SEND Transport use only
- If additional travel aids (incontinence pads etc.) are required, it is the parents responsibility to provide these

Keeping us informed about your child

Parents and carers must inform the SEND Transport Service of:

- Changes to contact details
- Changes to medical, emotional, or physical needs
- Planned house moves (minimum 10 working days' notice)
- Absence from school
- Any concerns about transport staff or provision

Sharing relevant changes helps us keep transport safe and reliable.



Sickness procedure

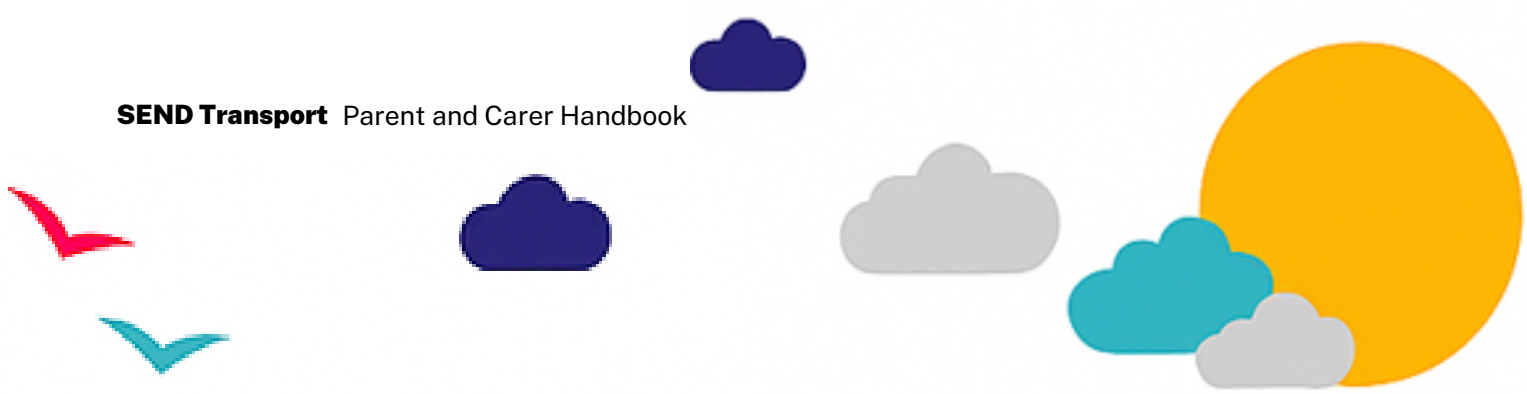
If your child or young person is unwell and will not require transport, you must notify the SEND Transport Service on the first day of illness.

Transport will remain suspended until you contact the team again to confirm that your child is well enough to return to school or college and travel can safely resume.

Promoting positive behaviour

To ensure the safety and wellbeing of all passengers, transport can only continue where arrangements remain safe. Please read our Behaviour Policy for more information.

Persistent unsafe or disruptive behaviour may result in transport being withdrawn. In these cases, support will usually be offered through a Personal Travel Budget.



Checking Authorisation and ID

All drivers and Passenger transport assistants carry a SEND Transport ID badge showing:

- Photograph
- Expiry date
- Transport provider

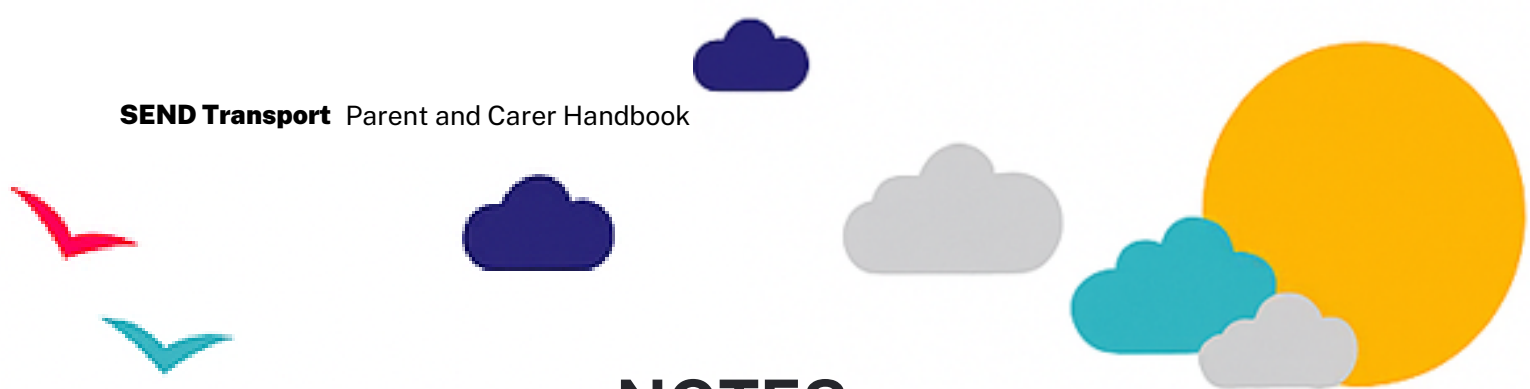
Parents should always check ID before allowing their child to travel. If you have concerns, contact the SEND Transport Service immediately.

What Is a Personal Travel Budget (PTB)?

A PTB allows families to make flexible travel arrangements that best suit their circumstances and promote independence and life skills.

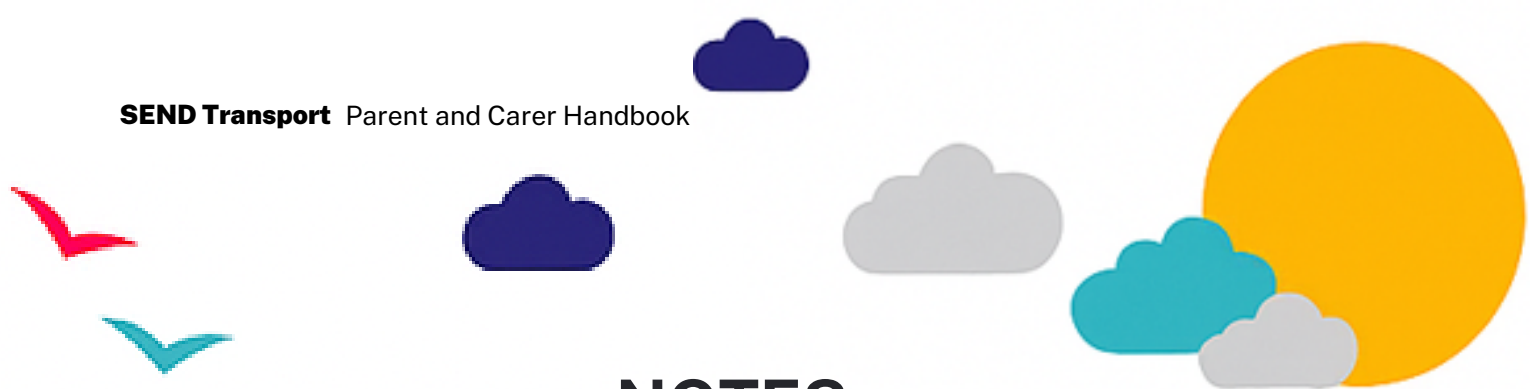
You can find more information regarding our PTB by scanning the QR code or using the link:
<https://www.newcastle.gov.uk/services/schools-learning-and-childcare/special-educational-needs-and-or-disabilities-send/personal>





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