

TRANSPORT QUERIES

ISSUE	DEPARTMENT RESPONSIBLE	WHO TO CONTACT
<p>Safeguarding concerns</p> <p>All major safeguarding concerns to be referred to EHASH, Social Worker or Safeguarding Lead by staff member who witnessed or aware of the incident. Information will be assessed and appropriate departments contacted</p>	<p>All departments</p>	<p>Transport Department Passenger Assistants & Drivers Safeguarding Lead Transport Coordinators</p> <p>CCU-educationtransportrequests@hullcc.gov.uk CCU-PassengerAssistants@hullcc.gov.uk Laura.Carr@hullcc.gov.uk SENtransport@hullcc.gov.uk</p>
<p>Serious Safeguarding Concerns</p> <p>Urgent/immediate safeguarding concerns</p>	<p>Safeguarding</p>	<p>Laura Carr Laura.Carr@hullcc.gov.uk</p>
<p>Behaviour on transport</p> <p>Minor issues of pupil behaviour (e.g. inappropriate language, verbal disagreements between pupils,) unacceptable language to a P.A. or driver,</p> <p>Issues of poor behaviour that are constant/repetitive or escalating. Issues that require intervention or referral to the Transport Panel</p>	<p>Operations Team, Passenger Assistants,</p>	<p>Passenger assistants will discuss with parent on day of incident.</p> <p>Planning team notify school of minor incidents.</p> <p>CCU-PassengerAssistants@hullcc.gov.uk CCU-educationtransportrequests@hullcc.gov.uk</p>

<p>Serious incidents</p> <p>Major issues of pupil behaviour or safeguarding incidents where decisions on further transporting pupil/risk assessments/transport panel referrals are required</p> <p>These incidents include: sexualised behaviour, assaults, criminal damage, attempts to abscond, passenger assistant/driver raise a family safeguarding concern, child left at property with no appropriate adult</p>	<p>SEN Transport Coordinators</p>	<p>Jodie Brown SENTransport@hullcc.gov.uk 01482 613179</p> <p>Emily Dearing SENTransport@hullcc.gov.uk 01482 615108</p> <p>PLEASE USE GENERIC EMAIL IN BOX WHERE POSSIBLE</p>
<p>Child in Crisis</p> <p>High emotional distress Display of physical anxiety At risk of self-harm or harm to others Unable to comply with health and safety requirement for travel</p>	<p>SEN Transport</p>	<p>Jodie Brown / Emily Dearing SENtransport@hullcc.gov.uk 01482 615108 / 615108</p>
<p>Personal Transport Budget;</p> <p>Application queries Payment not received Payment incorrect Changes to payment amount</p>	<p>Transport Coordinator</p>	<p>Emily Dearing / Jodie Brown SENTransport@hullcc.gov.uk 01482 615108 / 613179</p>

<p>Passenger Assistant & driver issues/complaints</p> <p>Parents complaint on PA language/behaviour School complaints of PA response to child behaviour/language PA not following health and safety guidance (ie seatbelt usage) Possible training need identified</p>	<p>Operations Team</p>	<p>Darren Ward Darren.Ward@hullcc.gov.uk</p> <p>Claire McKenzie CCU-Educationtransportrequests@hullcc.gov.uk</p> <p>Debra Moore/Julie Hoque CCU-PassengerAssistants@hullcc.gov.uk</p>
<p>Post 16 Payment queries;</p> <p>Payment refund queries Raising invoices</p> <p>-----</p> <p>Collection of parental contribution Queries on outstanding Balance Setting up budget plan</p>	<p>SEN Transport</p> <p>-----</p> <p>Debtors Team</p>	<p>Jodie Brown / Emily Dearing SENtransport@hullcc.gov.uk 01482 613179 / 615108</p> <p>-----</p> <p>debtorsteam@hullcc.gov.uk</p> <p>Vicky Gibson 01482 613727</p>
<p>Routes and Schedules</p> <p>Vehicle not arrived at specified time Not arrived at correct address</p> <p>Pupil left at property boundary uncollected. (not seen entering home address)</p> <p>Queries relating to timetables, routes and travel times</p>	<p>Planning Team</p>	<p>CCU-EducationTransportRequests@hullcc.gov.uk</p> <p>01482 612811</p>

<p>Individual short notice arrangements</p> <p>Pupil ill</p> <p>Short notice of parent/carer unavailable for pick up/drop off before/after school in an emergency</p>	<p>Planning Team</p>	<p>CCU-educationtransport requests@hullcc.gov.uk</p> <p>01482 612811</p> <p>Parental requests received by SEN transport will be forward directly to planning team</p>
<p>LAC pupils</p> <p>Amendments to home address</p> <p>Transport amendments</p> <p>(all pupils not under SEN cost code – queries must be raised by social care)</p>	<p>Planning Team</p>	
<p>Applications, Assessments,</p> <p>Unhappy with application process</p> <p>Timescale of applications</p> <p>Disagreements with behavioural assessments/risk assessments</p> <p>Appeal against refusal to offer transport</p> <p>Exceptional circumstance referrals</p>	<p>SEN Transport Coordinators and/or Access and Inclusion</p>	<p>Jodie Brown / Emily Dearing SENtransport@hullcc.gov.uk 01482 613179 / 615108</p> <p>Hayley O’Grady SENTransport@hullcc.gov.uk</p>
<p>New Home to School Applications – SEN & Post 16</p>	<p>SEN Transport</p>	<p>Jodie Brown / Emily Dearing SENtransport@hullcc.gov.uk 01482 613179 / 615108</p>
<p>Post 19 pupils</p>	<p>Adults social care</p>	<p>Higher needs team</p>

