

SEND Transport Charter Cambridgeshire

February 2018



This Charter shall be reviewed by the following stakeholders every 3 years:

- Families and parents of children and young people who are entitled to free or subsidised SEND transport from Cambridgeshire County Council
- Children and young people who are entitled to free or subsidised SEND transport from Cambridgeshire County Council
- Cambridgeshire County Council Local Authority (LA) officers
- Pinpoint (Local Parent Carer Forum)
- SENDIASS (Local Independent, Advice and Support)
- Schools and colleges
- Transport providers
- SENTAS (Independent transport advocacy service)
- SEN Caseworkers

Families will agree to:

1. Input to the charter.
2. Give details about their child or young person directly relevant to their transport arrangements to SETT (Social and Education Transport Team) who will pass these on to the provider responsible for their transport.
3. Ensure SETT are provided with up-to-date contact details.
4. Communicate in an open, honest, appropriate, professional, effective, clear, timely and respectful manner and be flexible with communication methods to all stakeholders.
5. Take part in feedback to SETT and regular reviews of the transport service.
6. Assist SETT, providers and schools with knowledge about their child or young person whenever needed.
7. Always have an appropriate adult available to accept their child after their journey/or for more senior pupils, arrangements as appropriate and agreed by all parties.
8. Work together with all stakeholders
9. Share any concerns about their child's transport arrangements as soon as reasonably possible with SETT.

The Local Authority will agree to:

1. Input to the charter.
2. Ensure that every child or young person who is entitled to free or subsidised SEND transport from the County Council has a one-page profile or transport passport co-produced with them, their families, their school or college and providers and that the driver and/or PA/escort always has a copy and is familiar with it.
3. Keep the Local Offer up to date with key contact information on transport to include all structures, processes and responsibilities.
4. Communicate in an open, honest, appropriate, professional, effective, clear, timely and respectful manner and be flexible with communication methods to all stakeholders.
5. Review the transport arrangements as part of the child or young person's annual review.
6. Ensure drivers and PAs/escorts are trained and knowledgeable.
7. Treat families as equal partners and acknowledge their anxieties.
8. Be flexible with payment methods for post 16 transport.
9. Promote good practise and give guidance to providers.
10. Collect feedback via an annual survey

Providers will agree to:

1. Input to the charter.
2. Notify SETT of any safeguarding concerns they might have a child or young people in their care as soon as possible.
3. Regularly review their systems and promote good practice e.g. notifying parents of delays, changes in staff in advance etc.
4. Train drivers and PAs/escorts to a high standard.
5. Communicate in an open, honest, appropriate, professional, effective, clear, timely and respectful manner and be flexible with communication methods to all stakeholders.
6. Work with schools/colleges and families to create the best possible experience for the child or young person to include meet and greets.
7. Always ensure the child or young person is handed to a responsible adult after their journey.
8. Treat families as equal partners and acknowledge their anxieties.
9. Ensure that every driver and/or PA/escort always has a copy of any child/young person's one-page passport for whom they are providing transport and are familiar with it. These should be shared on a need to know basis otherwise treated as confidential and kept as such.

Schools and colleges will agree to:

1. Assist providers with knowledge about the child/young person
2. Be available to facilitate the child/young person's arrival and departure at school.
3. Work with families and providers to ensure the best possible experience for the child/young person.
4. Encourage and support independent travel if this is appropriate.
5. Communicate in an open, honest, appropriate, professional, effective, clear, timely and respectful manner and be flexible with communication methods to all stakeholders.
6. Treat families as equal partners and acknowledge their anxieties.

For further information regarding the SEND Charter, please contact the
Social & Education Transport Team

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