

Transport Policy

Introduction

SENDING Transport is the dedicated transport team for TAS, providing reliable and safe transportation for children. Our commitment is to ensure a secure and efficient journey for all passengers. This policy outlines the standards, procedures, and expectations for our transport services.

Licensed Drivers and Qualified Escorts

- **Licensed Drivers:** All drivers employed by SENDING Transport are fully licensed. They have undergone thorough background checks and comprehensive training to ensure the highest level of professionalism and safety.
- **Qualified Escorts:** Every bus is staffed with qualified escorts who support and supervise the children, ensuring their safety and comfort throughout the journey.

Safety Features

- **Seat Belt Buckle Guards:** All buses are equipped with seat belt buckle guards, which are available and used as needed to ensure children remain securely fastened during the journey.
- **Regular Maintenance:** Our fleet undergoes regular maintenance and stringent safety checks to meet all regulatory standards, ensuring the reliability and safety of our vehicles.

Journey Times and Communication

- **Journey Duration:** While we strive to minimise journey times, specific durations cannot be guaranteed due to factors beyond our control, such as traffic conditions and road incidents.
- **Initial Time Estimates:** Upon initiating transport services, we will provide an estimated range for pick-up and drop-off times, which may vary by up to 40 minutes earlier or later than initially stated.
- **Pick-Up and Drop-Off Times:** Although exact pick-up and drop-off times cannot be provided, our staff will communicate with parents by calling 15 minutes before arrival, again at 5 minutes before arrival, and once more when they are outside.
- **Parent/Guardian Communication:** It is crucial for parents to answer calls from escorts during pick-up and drop-off times to facilitate smooth communication and prevent delays.

Parental Responsibilities

- **Readiness:** Parents and guardians must ensure their children are ready for pick-up to avoid delays. The bus will wait for a minimum of 3 minutes and a maximum of 5 minutes. If the child is not ready within this timeframe, parents will need to make alternate arrangements for that day.
- **Escort Interaction:** Escorts are not permitted to enter homes or approach the door. Parents are responsible for bringing their children to the bus and collecting them from the bus.

Bus Conduct and Permissions

- **Eating on the Bus:** Children are not permitted to eat on the bus unless prior arrangements have been made with the Transport Coordinator or Proprietress.
- **Use of Tablets and Phones:** Children are not allowed to use tablets or phones on the bus unless prior arrangements have been made with the Proprietress.

Transport Arrangements

- Drop-Off and Pick-Up Locations: Drivers are only permitted to collect and drop off children at the address provided during the transport application process. Any changes to this address require a new application.
- Application Process: Transport applications can be made via the local authority (LA) borough. The TAS can assist in the application process.

Contact Information

For any inquiries or concerns regarding our transport services, please contact SENDING Transport at **SENDing.transport@thetascentre.co.uk**.

By adhering to this policy, we aim to ensure a safe, efficient, and pleasant transport experience for all children under our care. Thank you for your cooperation and understanding.

Written By:	Christalla Aggeli
Date Written: September 2024	Review: September 2025