

# HOME TO SCHOOL

## TRANSPORT GUIDANCE



Education Services







## INTRODUCTION

There is an obligation on local authorities to transport children and young people, who are entitled to transport, from their home to school and the return journey.

This responsibility is covered by statute.

The method of transport varies within Glasgow:

- ▼ Dedicated bus
- ▼ Rail
- ▼ Public service buses - using NEC card for free travel
- ▼ Underground
- ▼ Taxi
- ▼ Accessible buses
- ▼ Parental or carer transportation

There is a responsibility to ensure this service is delivered in a cost effective manner.





**SECTION**

A

Travel Assistance for  
Mainstream Schools



## 1. LEGISLATIVE REQUIREMENTS

Whilst it is the responsibility of the parents/carers to secure their children's education, Sections 50 and 51 of the Education (Scotland) Act 1980 require the education authority to make appropriate provision to assist children and young people to have access to education. Under Section 42 of the Act, the authority must provide free transport or such other arrangements for all children and young people up to age eight who live more than 2 miles from their local school and to all children and young people over age eight who live more than 3 miles from their local school. The Act also makes provision for a number of exceptional circumstances and special conditions under which the authority may also provide free transport. Glasgow City Council's distance criteria is slightly more generous than above and details are included in Section 3.

## 2. AIMS

Glasgow City Council, in discharging its statutory requirements, aims to assist parents or carers in their responsibility of ensuring that a child or young person attends school safely and on time in line with Council policy on the provision of school travel assistance. Glasgow City Council will also strive to ensure with the services of Strathclyde Partnership for Transport and Neighbourhoods, Regeneration and Sustainability, the most effective, suitable and economical use of resources by closely monitoring contracts and routes. Glasgow City Council also aims to be responsive to the concerns of parents and carers in the provision of appropriate transport to meet the needs of each child and young person. Education Services keeps its arrangements for school travel assistance under continuous review.

## 3. ELIGIBILITY CRITERIA

Glasgow City Council will provide home to school travel assistance for addresses within the Glasgow City Council area in any of the following sets of circumstances:

### a) Distance

The child or young person lives more than 1.2 miles away from the catchment primary school by the shortest suitable walking route.

The child or young person lives more than 2.2 miles away from the catchment secondary school by the shortest suitable walking route.

Eligibility criteria will be assessed using the services of Road Officers from Neighbourhoods, Regeneration and Sustainability to assess walking routes identified by Education Services to ensure they are suitable. The guidance Neighbourhoods, Regeneration and Sustainability apply is contained in the Road Safety West of Scotland Guidelines for Assessments of Walked Routes to School. The distance will be established by measuring the distance from home (footway outside the house) to school using the Council's Geographical Information System.

It is the family's responsibility to apply for transport.

The measurement of distance is taken from the house gate or pavement heel and then by the shortest suitable walking route to the nearest school gate or, where there is no school gate, the nearest accepted entrance to the school perimeter.

Some children and young people will require to walk a reasonable distance from home to the transport pick-up point but this should not exceed: 1.2 miles for primary school children and 2.2 miles for secondary school young people.





## b) Health

In certain circumstances requests for transport for a child or young person who has a significant medical condition and who requires transport to enable him or her to attend their catchment school can be made. Requests for such should be made in writing to the Corporate Integrated Transport Unit within Education Services (see Section 12 for contact address) providing appropriate documentation and information. Consideration will be given to the ability of the parent or carer to transport their child to school. An assessment by the community paediatrician may be requested. This only applies for children and young people that attend their catchment school.

## c) Additional Support Needs

Please see section on Additional Support Needs contained within this document.

## d) Suitable Walking Route

The assessment criteria are contained in the Road Safety West of Scotland Guidelines for Assessments of Walked Routes to School. Neighbourhoods, Regeneration and Sustainability Road Safety Officers carry out the assessment on behalf of Education Services.

Parents or carers can seek a review of decisions on non-provision of school transport on the grounds of road safety. The grounds of review of decisions are limited to:

- ▼ The classification of the route as suitable for the purpose in terms of Section 51 of the Education (Scotland) Act 1980 and the Guidelines on Assessing Walking Routes to and from school.

A request to review the decision must be made in writing within 10 working days on receipt of the refusal. This should be made to the Corporate Integrated Transport Unit within Education Services (see Section 12 for contact address). Written submissions should include any additional evidence to support the above. Reviews which lack specification will be rejected.

Written notification of the outcome of the review will be provided within 28 working days of receipt of written submission.

## e) Placement by Glasgow City Council

A child or young person can be placed in a school nominated by Glasgow City Council, for example, as a result of their local catchment school being full. Where this happens the child or young person will be provided with transport in line with the distance criteria. Transport will be provided until a place becomes available at their catchment school. If the parent or carer decides that their child should remain at the nominated school then this will be treated as a placing request and transport will no longer be available.

If the placement is for any other reason, school transport will be provided to an alternative school nominated by Glasgow City Council, if it complies with the distance criteria.





#### 4. CODE OF CONDUCT FOR CHILDREN AND YOUNG PEOPLE

The Headteacher will establish with parents or carers and children and young people the importance of good behaviour on school transport. Where necessary, examples of unacceptable behaviour will be emphasised to children and young people.


The responsibility of ensuring safe and acceptable behaviour remains with the parents or carers of a child or young person travelling on a school transport vehicle. Misbehaviour or action which could put the safety of others at risk may result in the removal of the provision of transport by the authority. This may be temporary or permanent.

In circumstances where a child's or young person's behaviour is unacceptable, the driver may retain the child's and young person's ticket or pass for identification purposes. Initially Strathclyde Partnership for Transport along with Education Services will carry out an investigation, if appropriate. The Headteacher will invite the parents or carers and the child or young person to a meeting and ask the child or young person and parents or carers to respond to the report of the incident. The Headteacher will ask for an assurance of the child's or young person's good conduct prior to the resumption of previous travel arrangements.

It is important that the school keeps a record of any such incident and details the responsive action taken. During the interim, alternative arrangements, where necessary involving parents or carers, will require to be made in order that the child or young person attends school.

In cases of serious misbehaviour, the Headteacher can still exercise his or her right to have regard to the discipline policy of the school or centre and Education Services.





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## 5. OTHER INFORMATION

### Return Journey

Some families may wish children and young people to return home for lunch and parents or carers will be required to make their own arrangements. Arrangements may be made locally at no additional cost to cover children and young people taking part in activities outwith the course of the normal school day.

It is the family's responsibility to take the child or young person to the designated pick-up point and see the child or young person onto the vehicle and to collect the child or young person from the designated drop-off point.

Please note family members will not be allowed on school transport.

### Pre-school children

A child attending a nursery will not normally be provided with school transport except in circumstances where a child who has additional support needs will benefit from attendance. This is not a statutory provision and each case will be addressed individually.

### Privilege Seats

If spare seats exist on dedicated school transport vehicles, a child or young person who does not meet the walking distance criteria may be granted a privileged seat as long as there is no additional cost to Glasgow City Council. Privilege seats are awarded on an annual basis so parent/carers need to reapply each year. Decisions on privilege seats will be made by the end of September each year, after determination of the availability of seats. Where there are more requests for a privilege seat than the number of seats available, a ballot will be held in order to allocate spaces. Glasgow City Council reserve the right to withdraw transport if the seat is required by a child/young person travelling to his/her zoned school and are entitled to free

school transport or if the contractor reduces the size of the vehicle. Should this happen you will be given 5 days' notice to allow you to make alternative arrangements.

Once the number of seats (if any) available for privilege passes are determined, passes will be allocated. When there are more requests for passes than seats available, a ballot will be held in order to allocate passes.

Parents or carers can apply for a privilege pass from June but these will not normally be awarded before the end of September.

Parents or carers should write to: Corporate Integrated Transport Unit, Education Services, City Chambers, 40 John Street, Glasgow G1 1JL.

### Escorts

Escorts are provided by contractors who transport children and young people on a double deck bus.

Escorts are not provided on single deck vehicles.

### Placing Requests

In the case of a child or young person who attends a school by virtue of a placing request, the parents or carers are responsible for arranging transport to school. If spare seats exist on dedicated transport vehicles, a child or young person attending a school by virtue of a placing request may be granted a privileged seat at no additional cost to Glasgow City Council. Again, parents or carers would need to apply for this (see above).





### Under Age College Attendance

No transport or assistance with costs is provided for those children and young people under the “statutory” school leaving age in attendance at a Further Education College.

## 6. TRANSPORT ARRANGEMENTS

In line with the Government’s policy on Best Value, Glasgow City Council adopts the following procedures in arranging home to school transport contracts in relation to mainstream children and young people.

- a) Strathclyde Partnership for Transport, in consultation with Glasgow City Council, will draw up the specification for each transport contract and invite tenders from transport operators by a stated date and time. As contracts are being renewed with regards dedicated vehicles: seatbelts are being specified.
- b) On receipt of all tenders and after analysis by Strathclyde Partnership for Transport, Glasgow City Council will accept in all but the most exceptional circumstances the lowest tender.
- c) The successful contractor will be notified and, after the appropriate checks have been made, parents or carers will be notified of the detailed arrangements for the transportation of children and young people who qualify for school transport.

### Type of Mainstream Travel Assistance Provision

The precise mode of transport will be decided by the successful contractor, in discussion with Education Services and Strathclyde Partnership for Transport, where appropriate, taking all circumstances into account. Transport will be provided by any, or a combination, of the following:

- ▼ Dedicated bus.
- ▼ Rail.
- ▼ Public service buses - using NEC card for free travel.
- ▼ Underground.
- ▼ Taxi.

## 7. CODES OF CONDUCT FOR DRIVERS/ATTENDANTS/ESCORTS

### Mainstream School Transport

All transport operators involved in school contracts must ensure that drivers and attendants are suitably briefed in relation to the safety of passengers in normal operation and in emergency/unforeseen circumstances. All drivers on mainstream contracts should be issued with the appropriate code of conduct. All escorts on mainstream contracts should be issued with the appropriate code of conduct.

## 8. ACCIDENTS

In the event of an accident the operator should advise Strathclyde Partnership for Transport immediately, who in turn must let Children and Young People Support know of the accident. Depending on the circumstances and the severity of the accident either it will become a Police matter or for lessor accidents a full report will be required supplied by the operator within three business days, in writing, detailing the circumstances.

## 9. TEMPORARY TRANSPORT

Under certain circumstances temporary transport can be provided, details are contained under Section B of this document, Section 5.





## 10. CONTRACT MONITORING

Strathclyde Partnership for Transport is responsible for placing mainstream contracts and for their day-to-day operation.

Strathclyde Partnership for Transport actively monitors the performance of mainstream school contracts through the deployment of a team of specialist inspectors.

Quarterly and annual reports are sent to Education Services detailing the contracts that have been monitored and highlighting any issues they have covered.

In addition to the routine monitoring that is carried out, Strathclyde Partnership for Transport will investigate any specific problems with contractors that have been highlighted to them.

### Contractors' Obligations

All contractors are expected to:

- a) meet the contract specification for which they tendered in full, including picking up/setting down times, capacity required and being stationary before the close of school if school grounds or turning areas adjacent to schools are used;
- b) comply with the conditions of contract in full.

### Failure to Meet Requirements

This is likely to result in the issue of a letter which, if not challenged or explained satisfactorily within 14 days, will be recorded as a formal warning against the contractor's performance on the contract in question which will result in non-payment for that run or day.

In exceptional circumstances of negligence by the contractor, contracts may be cancelled without due period of notice.

### Vehicle Timetable

Tender specifications normally allow a 10 minute time band within which children and young people must be picked up or set down with the middle of that band being the preferred time. No action is generally taken against a contractor who operates within two or three minutes of the 10 minute band. There is, therefore, considerable leeway within which contractors can operate.





## 11. CONTACT ADDRESS AND COMPLAINTS PROCEDURES

It is most important for parents or carers to have the opportunity to ask questions about eligibility of their child for school transport and they should be invited to contact:

Corporate Integrated Transport Unit  
**Education Services**  
**Glasgow City Council**  
City Chambers  
40 John Street  
GLASGOW  
G1 1JL

**Phone 0141 287 1056**

Parents or carers who have concerns or complaints about any aspect of the provision of mainstream school transport may contact their child's school by telephone giving the details which will then be recorded and submitted to Corporate Integrated Transport Unit's Complaints Form.



A white van is shown from a side-front perspective. The top portion of the image is covered by a solid teal color. A dark grey triangle points from the left side towards the center of the van. The text 'SECTION B' is overlaid on this triangle, and the title 'Travel Assistance for Additional Support for Learning' is overlaid on the bottom right of the van.

## SECTION

# B

# Travel Assistance for Additional Support for Learning





## Legislative Requirements

All Local Authorities have a duty under the Education (Additional Support for Learning) (Scotland) Act 2004 (as amended) to identify, provide and review the additional support needs of their children and young people, this includes the need for transport.

Glasgow City Council may provide supported travel assistance for children and young people who have been assessed as requiring it because of additional support needs.

Glasgow City Council places a strong emphasis on including children and young people who have additional support for learning within their local schools and communities and the transport policy reflects that commitment.

### 1. ELIGIBILITY CRITERIA FOR ADDITIONAL SUPPORT FOR LEARNING TRANSPORT

Glasgow City Council wants to ensure that the school travel assistance we provide supports children and young people's needs as they develop. This will be assessed on an annual basis and parents or carers of children and young people attending Additional Support for Learning establishments are required to complete an annual travel assessment form with the assistance of their school.

This is to ensure where travel assistance is being provided, that it is meeting the correct needs of

children and young people, in particular to equip them with the vital independent travel skills, as best possible, to fulfil their potential before moving on to post school destinations.

This ensures a more tailored and flexible approach to meeting children's individual requirements, which will be reviewed annually to reflect changes in children and young people over the year.

This travel assessment process will determine what is best for each child (new starts and existing children and young people) and may result in full independent travel, or a move away from fully supported travel assistance depending on the child's or young person's needs.

Home to school travel assistance is provided on the grounds of:

- 1 Distance entitlement (live more than 1.2 miles from primary school or 2.2 miles from secondary school).
- 2 Additional support needs (assessment process).
- 3 Placement within a school.

The distance criteria applies to all children and young people however, some children and young people who live within the distance criteria may be considered for free school transport depending on their additional support needs for example:

- ▼ the child or young person has a physical or sensory impairment or a severe, profound or multiple learning difficulty which requires specialist transport arrangements for supervision;
- ▼ the child or young person has a disability which prevents them from accessing the transport generally available to take other children and young people from that area to school.





## 2. PROCESS FOR ASSESSING ADDITIONAL SUPPORT FOR LEARNING NEED

It is acknowledged that some children and young people will require supported school travel assistance because of their additional support needs. Many children and young people will be able to make use of mainstream transport where it is necessary, which ensures their inclusion and encourages independence.

The main assessment process for children who may require transportation due to their additional support needs is through the Additional Support for Learning Pathways process and ultimately the Area Inclusion Group.

In determining individual transport needs, recommendations from school staff, Psychological Services, community and allied health professionals will be observed. Information from parents or carers is a crucial part of this process.

Consideration should be given to the ability of the parent or carer to transport their child to school.

Consideration should be given to the use of public transport.

Consideration should also be given to the viability of foster carers providing transport when a child or young person is accommodated away from home. Consideration should be given to the need for an escort.

If home to school transport is agreed at an Area Inclusion Group meeting to be necessary as part of a child's or young person's support plan, consideration should then be given to the following:

- ▼ Distance to be travelled.
- ▼ Ability for independent travel.
- ▼ Journey duration.
- ▼ Physical and psychological capabilities.
- ▼ Requirements for supervision.

Information on all of the above will be taken into account when deciding on the type of transport to be provided.

## 3. REQUESTS FOR ADDITIONAL SUPPORT FOR LEARNING TRANSPORT

### School Additional Support for Learning Annual Review Meetings

Most requests should come as a result of a Annual Pupil Planning meeting, and request forms submitted by the School/Centre on behalf of the child or young person.

The assessment on the need for transport should include all professionals working with the child or young person as well as information from parents or carers.

Requests for home to school transport must be made on an annual basis as the needs of the child or young person may change.

The school or centre is responsible for children and young people developing life skills, the ability to negotiate journeys is part of this process and where possible independent travel should be encouraged. This may result in full independent travel or a move away from fully supported travel depending on the child's or young person's abilities.





## 4. REQUESTS FROM OTHER SOURCES

Requests for transport may come directly from parents or carers, the school, Educational Psychologists or health professionals if:

- ▼ the child or young person is new to the authority;
- ▼ temporary or emergency transport arrangements are sought (see below).

In each case, information on additional support needs will be requested from the team around the child or young person, and evidence of medical grounds sought from health professionals.

## 5. TEMPORARY OR EMERGENCY TRANSPORT REQUESTS

Temporary or emergency transport may be provided for a time limited period where:

- ▼ A child or young person suffers an injury or medical condition that impairs their ability to walk or use standard transport. Parents' or carers' ability to transport their child to school will be a factor in awarding transport;
- ▼ A child or young person is displaced from home due to domestic violence or crisis and it is necessary to ensure continuity of education. Any transport provided under such circumstances will be for a maximum of 28 days. Social Work Services should be involved in this decision making.

Other exceptional circumstances will be considered on an individual basis and be negotiated depending on individual need.

Appeals must be made in writing within 10 working days of notification of Glasgow City Council's decision. Written submissions should specify with precision the grounds for appeal and should include any supporting evidence. These should be sent to: Corporate Integrated Transport Unit, Education Services, City Chambers, 40 John Street, Glasgow G1 1JL.

Appeals which lack specification will be rejected.

Written notification of the outcome of the appeal will be provided within 28 working days of receipt of written submission.

## 6. NURSERY REQUESTS

### Pre-school children

A child attending a nursery will not normally be provided with school transport except in circumstances where a child who has additional support needs will benefit from attendance. This is not a statutory provision and each case will be addressed individually.

## 7. CHILDREN STARTING SCHOOL

Prior to a child who has additional support needs starting at a school or centre, requests for transport should be discussed at planning meetings to determine the support required to meet needs. The Headteacher should submit the online request form with the parent or carer. The request will be considered by the Area Inclusion Group and an outcome communicated to parent or carer by June prior to start of term in August.

Where a child or young person is moving from nursery to primary or primary to secondary school as part of an enhanced transition programme and transport is already in place, requests for transport can be submitted by the parent or carer using the online form with support from the child or young person's school.





## 8. CHANGE OF SCHOOL OR CENTRE

Where a child or young person is moving from nursery to primary or primary to secondary school as part of an enhanced transition programme and transport is already in place, requests for transport can be submitted by the parent/carer using the online form with support from the child or young person's school.

## 9. TRANSPORT TO COLLEGE, ALTERNATIVE PLACEMENTS OR INTEGRATION

Where a child or young person attends college or a place other than school as part of their educational package, and transport to school is already in place, requests for transport can be submitted by the Headteacher or as part of the support plan agreed at Staged Intervention meetings. Children and young people who attend an additional support for learning school or specialist provision can also request transport in order to support integration experiences into their local or mainstream school.

## 10. SCHOOL OUTINGS

It is the responsibility of the Headteacher to arrange appropriate transport for school outings taking into account the needs of children and young people who receive transport.

## 11. TRANSPORT TO SPECIALIST PROVISIONS

Transport arrangements for children and young people referred for consideration of an alternative pathway should form part of the overall planning process when submitting a referral to the Area Inclusion Group.

Subsequent requests for support should be submitted by the Head of School/Centre.

## 12. TRANSPORT FOR PLACEMENTS OUTWITH COUNCIL PROVISION

Transport arrangements for children and young people who are placed in educational settings outwith the authority will be considered as part of the Area Inclusion Group process, and review by Area Inclusion Group.

Children and young people who are placed in a school or centre outwith Glasgow City Council as a result of a placing request by parents or carers will not be eligible for transport.

## 13. EQUALITY

In all decisions, the ability and age of the child or young person will be considered along with any other factors which may be relevant to ensure equality of access to educational provision.

## 14. TRANSPORT ARRANGEMENTS

In every case, transport requests will be considered by an appropriate Education Officer. Where it is awarded, use of NEC card for bus travel or a rail pass allowing access to mainstream transport will be issued unless this is deemed unsuitable for a child's or young person's needs. In such cases contract travel by taxi, minibus or coach, which will be wheelchair user accessible if necessary, will be arranged.

Parents or carers have the option of receiving payment of a motor vehicle mileage allowance for transporting as an alternative to transport provision by Glasgow City Council.





## 15. USE OF ESCORTS

Escorts are generally provided to look after children and young people travelling who are assessed as requiring supervision. This may be because of medical needs or for safety reasons.

Deployment – Corporate Integrated Transport Unit will allocate escorts. The line manager of the escorts is the Headteacher for Glasgow City Council schools or centres.

## 16. TYPE OF TRANSPORT

Education Services will determine the most appropriate travel arrangements for the child or young person in accordance with the strategic objective of this policy.

In determining the mode of transport, emphasis is placed on the safety, sensitive care and comfort of the child or young person. Headteachers are responsible for ensuring this information is conveyed to Corporate Integrated Transport Unit.

Transport (in addition) to the modes of transport discussed earlier in this document are Neighbourhoods, Regeneration and Sustainability minibuses.

Current legislation regarding the safe conveyance of wheelchair users is enforced.

Current guidelines regarding the safe transportation of oxygen is adhered to.

## 17. REVIEW OF INDIVIDUAL TRANSPORT ARRANGEMENTS

In all cases, transport arrangements under this policy will be subject to a minimum annual review.

The provision of transport may change or cease as the child or young person grows older, or becomes more able to travel independently. Such decisions will be made with the team around the child or young person and will take full account of the child's or young person's needs.

## 18. SEATING ON PRIVATE HIRE VEHICLES

Where it is unavoidable, the use of the front seat of a contract vehicle is permitted as long as an approved restraint or fixed seatbelt is used with an appropriate high backed child car seat where necessary. In such circumstances contractors will be instructed to ensure that older children and young people are seated in the front seat.





## 19. PICK-UP AND DROP-OFF ARRANGEMENTS

Due consideration must be given in the first instance to the ability and needs of the child or young person. Generally, the operator will collect the child or young person from the home location or a designated pick-up point.

Corporate Integrated Transport Unit has responsibility for designating suitable pick-up points in accordance with the needs of the child or young person. Neighbourhoods, Regeneration and Sustainability can be requested to support assessment.

Headteachers have responsibility for designating school drop-off points suitable for children's and young people's use, in accordance with the needs of the child or young person. Neighbourhoods, Regeneration and Sustainability can be requested to support assessment.

It is the responsibility of parents or carer to have the child or young person ready at the appointed time at the place of pick-up.

## 20. EMERGENCY PICK-UP

If a child or young person becomes ill during the school day, the family should be contacted to transport the child or young person home if they are to leave the school early.

Operators and escorts are not authorised to make any changes to normal transport arrangements unless directed by Corporate Integrated Transport Unit.

## 21. CANCELLATION OF TRANSPORT

It is essential that parents or carer contact the operator if their child does not require transport due to illness or other reasons to avoid unnecessary costs to Glasgow City Council. School or centre staff must inform Corporate Integrated Transport Unit of any child or young person absences.

Repeated failure to do so may result in the withdrawal of transport arrangements until the matter can be resolved.

## 22. NOBODY AT HOME

If there is nobody at home when a child or young person arrives, Corporate Integrated Transport Unit should be contacted and they will make every effort to contact the family (including use of emergency contact details) to ascertain the situation. If this fails or a suitable solution cannot be found the child or young person requires to be taken to the nearest Social Work Services office.

## 23. BEHAVIOUR

Children or young people who have additional support needs may sometimes display challenging behaviour, and this should be taken into account during the risk assessment process. Measures should be put in place to ensure that the risk of misbehaviour on transport is minimised.

Should consistent and serious misbehaviour by children and young people whilst on any vehicle persist, this should be brought to the attention of the Head of School/Centre who will attempt to resolve the situation.

Failure to address serious behavioural issues on transport may result in an alternative solution being sought or ultimately withdrawal of the service. This decision will be made taking account of the ability of the child or young person.

## 24. ADMINISTRATION OF MEDICATION

Medication cannot be administered by operators or escorts under any circumstances unless they have been fully trained and authorised by Education Services to do so in respect of specific children or young people.



It is essential for escorts to know of any medical condition that may adversely affect a child or young person during a journey.

## 25. ACCIDENTS

In the event of an accident, the driver must abide by guidance contained within the Highway Code. The operator must immediately (by telephone) advise Corporate Integrated Transport Unit of the incident and, within three working days, supply a full written account of the circumstances. Details of the information that must be provided are listed in the contract specification. If any party involved in the accident suffers injury, however minor, the incident must be reported to the Police as soon as possible and in any case within 24 hours.

## 26. MONITORING AND IMPROVING PERFORMANCE

It is recognised that transport to school is an important part of a child's education experience, and good relationships between operators, escorts, parents or carers and, children and young people is essential to ensure that this experience is positive. Continuity of transport arrangements and staff will be taken into account at whenever possible times to support this process.

The effective operation of contract transport can best be achieved by a partnership between education support staff, operators, escorts, school or centre staff and families.

Specific monitoring systems are in place to ensure that transport arrangements meet individual and service needs.

The views of parents or carers with regard to ways in which their children can be helped by transport staff are welcomed.

Requests for transport must be made using the appropriate Additional Support Needs Transport Request Form.



## 27. CONTACT ADDRESS AND COMPLAINTS PROCEDURES

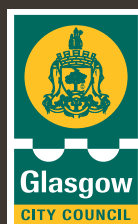
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[www.glasgow.gov.uk](http://www.glasgow.gov.uk)



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