

Pinpoint Cambridgeshire is a Registered Charity, No: 1156920

## **Network Meeting Report Summer 2017 SEND (Special Educational Needs and Disability) transport**

### **Background**

Five meetings were held across each of the Cambridgeshire districts with parents, service providers and commissioners. These were jointly organised with SENDIASS (Special Educational Needs and Disability Independent Advice and Support Service). The topic for these meetings was SEND transport and the aim to co-produce a transport charter to make the system work more smoothly with all involved working together. Meredith Teasdale (Service Director for Commissioning) and Sue Eagle (SETT Special Educational Transport Team Manager) delivered an informal presentation/talk giving background information about SEND transport and processes, see individual district reports for details. This was followed by group work around the charter under the following headings: communication, principles and by who and how often should the charter be reviewed. Parents were also able to raise individual concerns and have these responded to. Representatives from SENDIASS, SETT, SENDR (Send resources) and START (Previously Statutory Assessment and Resources Team) attended. The collected responses of parents below are in order of how many times the same subject was raised. These views will be used to form the draft SEND transport charter.

### **Communication/Principles – Parent views**

- Know the children – Develop a one-page profile with parents/school and taxi provider. A transport passport so ALL drivers and PAs know relevant details of the child and what they need e.g. how to communicate with them and contact details for parent. Parents also have driver and PA info and up to date contact details. This should be regularly reviewed and parents' anxieties should be acknowledged **x 20**
- Look at the Local Offer and ensure it is up to date with key contact information and team structure plus all processes for transport with a flow chart that makes it clear. Expectations and responsibilities between all should be transparent. Add FAQs for parents and driver criteria **x 20**
- Regularly review the entire transport service including confirmation letter, parent form, how we inform parents of arrangements in order to improve the service. Be accountable and legal which should include taxi firms. Emergency arrangements and crisis protocols should be included in this and all co-produced with families **x 14**
- Communication – This should be open, honest, appropriate, professional, effective, clear, timely and respectful between all parties and stakeholders, with smart use of technology **x 12**
- PAs and drivers to be trained and monitored. Training should be bespoke to the individual child but a general overview of Makaton would be useful. Use the examples of good practise that you have to produce a guide **x 10**
- Need some form of timely communication if transport is running late or there is an issue or a change, have a transition/contingency plan in place **x 8**
- Timely feedback and next steps arranged after communication. Annual feedback survey of the service **x 6**

Pinpoint Cambridgeshire is a Registered Charity, No: 1156920

---

- Agreed timescales and appropriate notice given for any changes **x 5**
- Multiple pupils on route? – Need school to offer support regarding wider needs and linking families together **x 3**
- Workshops/coffee mornings with families, schools and SETT **x 3**
- Ensure child is handed over to a known adult at both ends **x 3**
- Independent Travel training – this is a really good idea but need assurance that they will not lose transport if the CYP still needs it. Work with partners to achieve this **x 3**
- Payments post 16 - Direct debit/flexible payment options/paypal/credit card **x 3**
- Knowing where you are in the process, give timescales – Being individual on how you respond. Acknowledging applications are received **x 2**
- More regular meet and greet sessions with families and taxi drivers **x 2**
- Children and young people at the centre **x 2**
- Re-visit the education annual review to include transport provision.
- Cab/taxi company to have SEND co-ordinator point of contact for all.
- Treat families as equal partners in this.

### **Who Should Input to/review The Charter?**

All Stakeholders to include:

- Families/Parents
- Young people/children
- Local Authority
- Pinpoint
- SENDIASS
- Schools and Colleges.
- Transport providers
- Drivers
- Personal Assistants
- SENTAS (Independent transport advocacy service)
- SEN Caseworkers
- Elected councillors

### **How often?**

- 6 months to 3 years. Prior to the re-tendering of transport contracts.

These views and responses will be used to create the SEND transport charter for Cambridgeshire.