

Travel Assistance Service (TAS)

Transport Guide for Learning Establishments



2026-2027

TR28

Travel Assistance Service (TAS): Transport Guide for learning establishments

1. Working in Partnership

We believe open and honest dialogue is the key to a good relationship and we always welcome the opportunity to hear any suggestions, feedback, or thoughts regarding the home-to-school/learning establishment transport service.

We have written this guide in co-production with learning establishments based on what an excellent Travel Assistance Service should look like. Our aim is to ensure that Sandwell's Travel Assistance Service is delivering the best possible service where all stakeholders are valued for the contribution they can make.

We hope that this will be a living document and we encourage learning establishments to use it, adapting and improving this guidance in co-production with the Travel Assistance Service; creating an environment where our passengers can be supported to get the best travel assistance service possible.

2. Our vision for an excellent Travel Assistance Service means:

- The welfare of passengers is at the heart of our decision making and services.
- There is a commitment to treat everyone fairly and for users of the service to feel valued, respected.
- We recognise the unique nature and individual needs of each of our passengers.
- We demonstrate a high standard of care and conduct and TAS members of staff demonstrate their expertise in their field.
- We comply with and operate contracts within relevant standards, regulations, policies, procedures and legal guidance.
- The TAS have dedicated transport contracts officers to support and monitor the transport arrangements for learning establishments
- We provide a dedicated transport monitoring and compliance officer who will undertake periodic monitoring visits in person in respect of transport arrangements.
- We work in a transparent manner and are open and honest with all communication and feedback.

- We provide passengers, parents/carers, learning establishments, transport providers and transport staff with clear guidance to ensure the smooth running of transport provision for passengers.
- We make contacting TAS as easy as possible. Our office hours are Mon-Fri 7.30am – 5.00pm term time and Mon-Fri 8.00am – 4.00pm non-term time:
Generic email: travel_assistance@sandwell.gov.uk Telephone: 0121 569 4888
- We have invested in a bulk texting and emailing service enabling us to communicate with parents and carers quickly and effectively. Schools email addresses are also included.
- Enabling passengers, parents/carers to have a voice in the service and a means of raising collective issues, making sure that stakeholders are consulted in a meaningful, open way on matters which affect them.

Travel Assistance Service Passenger Charter

We have written this charter with children and young people who use our service. They told us what an excellent Travel Assistance Service looked like to them. Please take some time to look through the following ten 'golden rules' of the Travel Assistance Service. Our Transport providers have been provided with this information, so they are aware of, and have agreed to, the expectations our passengers have of the service they deliver.

People who arrange and deliver my transport, should:

1. Be honest, professional and friendly



This means: Saying "Hi" and "Bye" to passengers, smiling, telling the truth, talking in English, being trained, helpful and care about the job that they do.

2. Think about what they do with information about me



This means: Don't tell anyone or share information about me with others who don't need to know.

3. Respect my methods of communication and communicate with me in a way I understand.



This means: When I want to interact, people should talk to me, even if I use other ways of communication. I should not be left with no one talking to me or acknowledging me. Don't talk about me as though I'm not there or presume that I can't understand you.

4. Do what they say they are going to do and if this doesn't happen, I have the right to complain.



This means: If I am unhappy about my transport or transport staff I can talk to my parents/carers or school/centre staff and they will tell the right person to help me fix this. People should listen to my complaint and do something about it.

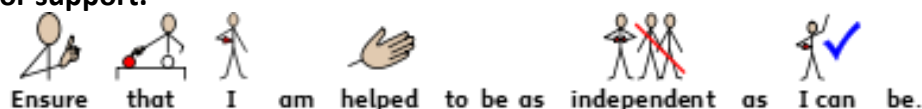
5. Make sure that I am safe in the vehicle and safe with transport staff. I have the right not to be abused, hurt or neglected.



This means: The people making my transport arrangements will make sure that the vehicles are safe and transport staff have a DBS check and the training that they need to do their job well. They are safe to work with children, young people and adults.

6. Ensure that I am helped to be as independent as I can be.

This does not mean doing everything for myself because no one does this; we all rely on others for support.



This means: I should be given support to do as much as I can do for myself.

7. Understand the importance for me to be at school/centre on time.



This means: My education/time is very important! When I am late I miss out on experiences and opportunities that are good for me and I may fall behind my peers.

8. Understand that every passenger can have good and bad days, like everybody else.



This means: My mood and behaviour can change just like everybody else's. It's important to understand that I don't choose to travel to my school/centre in this vehicle, with these staff or with these people and they are not all my friends. Sometimes we might upset each other, and we might need your help to sort this out.

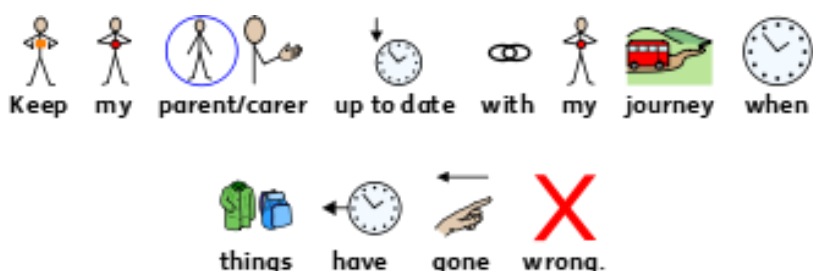
Sometimes my journey to and from my school/centre can be a very long time on top of my day. I may be tired, need my medication, not feel well or make a mistake. Tomorrow is a new day.

9. Provide nice, clean vehicles and give me the opportunity to meet the people who will be taking me on my journey before they take me.



This means: Transport staff should try to come to meet me before they have to take me to school, I may feel anxious and need to see the staff and the vehicle who will be taking me. Try to provide the same vehicle and staff as often as you can as I can find changes difficult.

10. Keep my parent(s)/carer(s) up to date with my journey when things have gone wrong.



This means: They worry about me, they will want to know I'm ok and when I will arrive at school or get home. If something happens they will want to know the truth.

3. The travel assistance process and travel arrangements:

3.1 Parents/Carers complete the travel assistance request form (including their consenting signature) and return this to the Special Educational Needs (SEN) Service via SEN_Transportofficer@sandwell.gov.uk. This form is then processed by SEN to establish eligibility for Travel Assistance from the Local Authority and the method of travel assistance to be provided. For further information on [Sandwell Council's Travel Assistance Policy](#) please visit [Sandwell's website](#).

Transport must be planned as early as possible ahead of each academic year therefore your support is important to enable routes to be planned. **This includes providing TAS with information relating to all new pupils, phased transfers or pupils who are leaving.**

- 3.2 **If SEN assess the application as eligible for travel assistance in the form of transport, SEN will then send the Parent/Carer a Travel Assistance Service Passenger Information Form (TASPIF) for completion.** This form provides TAS with specific information that will be used to procure transport and ensure that their needs can be met on transport.
- 3.3 **When** TAS receive the TASPIF from SEN, the information is used to procure transport to ensure that the passenger's specific needs are catered for. It is important that as much information as possible is provided to enable successful and safe arrangements to be put in place. If the Passenger has Epilepsy, Type 1 Diabetes and or a medical condition requiring them to have a care plan (this must be provided to TAS), TAS **must** request additional information to complete an individual risk assessment **before** transport can be set up. **There will be a delay in setting up transport if TAS does not receive this information.**
- 3.4 Pupil's needs may change during the academic year. **Schools/Learning establishments and parents/carers must ensure that passenger's information is kept up to date with TAS** and the transport staff, i.e. height and weight (for car seats etc), equipment requirements (e.g. wheelchair, harness), medical needs, medication and behaviour. This enables TAS to ensure that the transport arrangements are as safe as they can be for all parties, that they are compliant with legislation and continue to meet the passenger's needs. **TAS will request updated information from parents/carers annually.**
- 3.5 Only the home address/building and the school/learning establishment address provided on the travel assistance request form can be used for pick-up/drop-off of passengers. No alternative address can be used. If there is a change of address for a passenger, SEN will need to be informed as soon as possible to establish if the passenger is still eligible for the service. They can be contacted via SEN_Transportofficer@sandwell.gov.uk TAS then action any changes when authorised by SEN.
- 3.6 The TAS have robust systems in place to set up and oversee transport contracts throughout their duration. Starting from the offer of the meet and greet for new passengers (between passengers, parents/carers and transport staff), through to dealing with any day to day operational issues that may arise.
If you wish to contact the TAS Team about any transport matter, please email travel_assistance@sandwell.gov.uk or call **0121 569 4888**.
- 3.7 For new passengers, an introductory 'meet and greet' will be offered between the transport staff, passenger and family before transport starts – this could be face-to-face, or via telephone/video call. In instances where there is a quick turn round of transport arrangements this may not always be possible.
- 3.8 **We have enhanced safeguarding standards:** All drivers and passenger assistants will have enhanced criminal record background checks (DBS) to enable them to work with

children, young people and adults. Following the introduction of our new capability tests, transport staff will have demonstrated proficiency in both verbal and written English and passed courses in TAS Driver and Passenger Assistant Training and Level 1 Safeguarding awareness training for Transport staff. Transport staff will then be issued a TAS identification badge which is renewable annually.

- **TAS issue a letter of assurance for schools/learning establishments at the start of the academic year.**

3.9 All Drivers will either hold a private hire taxi/hackney carriage licence issued by a local authority (this doesn't have to be Sandwell council) or a professional driving qualification as required to drive a PSV vehicle.

3.10 All vehicles will either be licensed by a local authority (this doesn't have to be Sandwell Council) or work under a PSV Operators License issued by the Traffic Commissioner.

3.11 Working in partnership with our Transport operators, our priority is to ensure that, wherever possible, all passenger journeys are in line with the recommended journey times as outlined by the DfE Guidance. It is worth noting that Government guidance recognises that this is not always possible depending on the distance of the learning establishment from the home address. All routes are checked by TAS to ensure that the journey is compliant (including any extra time that may be required for specific passengers to board/alight vehicles).

3.12 Our priority will always be to ensure that all passengers arrive at their destination as soon as possible. In the unfortunate situation of a vehicle breakdown or a change of transport staff/vehicle, our priority will always be to ensure a replacement vehicle or member of staff are dispatched as soon as possible and parents/carers kept up to date. The school/learning establishment will be informed following this if required.

3.13 On occasion and at short notice, transport staff and vehicles may change. This can be for a variety of reasons such as illness, training, leaving the company and vehicle servicing/safety checks etc. We advise transport operators to give TAS, passengers, parents and carers as much notice as possible but accept that in all situations this is not always possible.

- **All replacement transport staff whether temporary or permanent will have been through the TAS badging process (including enhanced DBS and barred lists checked) and are therefore authorised to work on Sandwell Council contracts.**
- **All replacement vehicles whether temporary or permanent will be appropriately licensed to carry passengers and therefore authorised to work on Sandwell Council contracts.**

In these circumstances we ask for your patience and understanding, and if you are concerned, we advise you to contact TAS for more information.

- 3.14 While transport operators can generally guarantee a reliable and punctual service, unpredictable factors such as passenger lateness/illness/disability needs, adverse weather, roadworks, heavy traffic, vehicle breakdown or other unforeseen situations may result in occasions where vehicles arrive later than scheduled. In these circumstances we ask for your patience and understanding, and if you are concerned we advise you to contact TAS for more information.
- 3.15 Unfortunately, specific pick-up/drop-off times of passengers cannot be accommodated. A route for an individual or group of passengers is put together primarily to ensure the shortest amount of time on a vehicle.
- 3.16 Transport arrangements, such as pick-up/drop-off times may change when other passengers join or leave the route or if the school/learning establishment hours change.
- 3.17 TAS do not permit the use of vehicle child-locks and anti-escape devices on seatbelts under any circumstance. If you have concerns regarding a specific passenger, please contact TAS directly.
- 3.18 Use of a harness whilst on transport: It is important that the least restrictive option is explored for each individual passenger to manage their needs/behaviour and promote safety whilst on transport. Parents/carers will be required to indicate the name, make and model of the specialty harness/belt, and the reasons why the passenger requires this.
- 3.19 TAS cannot guarantee that luggage can be transported with the passenger on their vehicle if there is insufficient room or method to safely secure the item(s). Please make alternative arrangements when planning residential/day trips and respite/short breaks.
- 3.19.1 On occasion, the transport operator may need to change. If this happens the parents/carers/school/learning establishment will be informed as soon as possible.
- 3.20 Members of the TAS Team will on occasion conduct a site visit or unannounced visit to observe transport arrangements taking place and to discuss/address specific issues which may have been brought to our attention. Members of TAS staff will identify themselves at the school and be wearing a Sandwell Council ID badge.

How Passengers and Parents/Carers can support transport arrangements:

- **Ensuring the passenger is ready from approximately 7.45am** (unless expressly

confirmed in writing by TAS). If passengers are not ready to leave when the vehicle arrives, the vehicle will unfortunately have to continue with the route to ensure that other passengers arrive at their destination on time. A calling card will be left at the property. It will then be the parent/carer's responsibility to ensure that the child/foster child is taken to school/learning establishment.

- Parents/Carers may be charged for any costs incurred relating to waiting times should the transport arrive and there is not a responsible adult home to receive their child/foster child or the passenger is unable to enter the home/building when being dropped off if they are a key holder and transport are required to wait with the passenger. TAS reserves the right to suspend transport and it will only be reinstated once confirmation is received from the parent/carer that there are appropriate arrangements in place.
- **Parents/Carers must take passengers to the vehicle:** This is **not** the Driver/Passenger Assistant's responsibility. Transport staff will assist the passenger onto the vehicle, ensuring that they have their seatbelt on and any relevant safety equipment is in place. Drivers/Passengers Assistants do not sound their horn when they arrive. If no-one leaves the house the transport staff will contact TAS to inform the office and leave a 'calling card' through the door which confirms that they attempted to collect the passenger that day. The vehicle will have to continue as passengers on board and those due to be collected will still need to arrive on time at their destination.
- **Parents/Carers must collect passengers from the vehicle:** Transport staff will assist the passenger from the vehicle. If a responsible adult is not at home to receive the child/foster child, TAS have an **Abandoned passenger policy** which they will use in this event. TAS reserves the right to suspend transport and it will only be reinstated once confirmation is received from the parent/carer that a responsible adult will be at home.
- **If the child/foster child is a keyholder** to let themselves into their home/building, or they can walk/wheel unsupervised to/from the vehicle, TAS will require written consent from the parent/carer detailing this arrangement. This authorisation will be passed on to the transport operator and noted on TAS records.
- **Make sure their child/foster child understands the standard of behaviour** which is expected when they are travelling to and from school/learning establishment.
- **Parents/Carers must inform TAS of any change in contact details** (mobile numbers, email address and emergency phone numbers). This ensures that TAS can keep them informed of any changes, delays, breakdowns etc that affect their child/foster child.

- **Parents/Carers must inform TAS of any changes** in health, medical condition (e.g. Epilepsy, increased frequency of seizures, type 1 diabetes), wheelchair, well-being or behaviour which may impact on that passenger's well-being on transport or that of other passengers/transport staff. Whilst helpful to report these matters direct to transport staff, transport providers or school/learning establishment, these must be logged with TAS in the first instance. **Transport staff cannot administer medication and in any medical emergency whilst on transport, staff will call 999 for emergency assistance.**
- If the passenger is transported in a wheelchair, any changes to the wheelchair **must** be reported to TAS. Changes can include new wheelchairs, modifications, etc. Transport providers have been advised not to transport passengers if changes have been made and TAS has not been notified, this is due to health and safety. Passengers will not be allowed to travel in a wheelchair where there are faults; these will include faulty brakes, deflated tyres, faulty or missing foot plates etc.

4. Individual school/learning establishment arrangements for transport:

- 4.1 School/Learning establishment staff are to meet and collect passengers when they have arrived on the school/learning establishment site.** Transport staff will ensure that the passengers alight from the vehicle(s). **School/learning establishment staff must not enter/board the vehicle**, unless assistance is deemed necessary by transport staff for a specific passenger due to their needs.
- 4.2** The Driver and Passenger Assistant will undertake a sweep of their vehicle (ensuring that no items or passengers remain on board). Once a member of school/learning establishment staff has confirmed that the passenger attendance on that specific vehicle/arrived on site is correct, they must sign the Transport Record (TR1/2) held by transport staff stating the exact time of arrival/handover. Times and dates must not be back dated or signed in advance - it must be daily/per journey record. This also ensures that Sandwell Council are only paying for journeys which have taken place, that TAS can monitor the quality of the transport service and can take action where required.
- 4.3 School/Learning establishment staff are to take the passengers to the vehicle(s) at the end of the day**, transport staff will assist passengers onto the vehicle. **School/learning establishment staff must not enter/board the vehicle**, unless assistance is deemed necessary by transport staff for a specific passenger due to their needs. Once the member of school/learning establishment staff has confirmed that the passenger attendance on that specific vehicle is correct, they are to sign the Transport Record (TR1/2) stating the exact time of collection/handover. Times and dates must not

be back dated or signed in advance it must be daily/per journey. This also ensures that Sandwell Council are only paying for journeys which have taken place, that TAS can monitor the quality of the transport service and can take action where required.

4.4 Once a member of School/Learning establishment staff has confirmed all passengers are on board a vehicle(s) and they authorise a vehicle to leave the site, the vehicle will not return to the school/learning establishment site.

4.5 Where transport staff are required to take passengers into a school/learning establishment and collect passengers from the school/learning establishment (e.g. from reception) the member of school/learning establishment staff must confirm that the passenger attendance (those passengers dropped-off and collected) on each vehicle(s) is correct, they are to sign the Transport Record (TR1/2) stating the exact time of arrival/handover. Times and dates must not be back dated or signed in advance it must be daily/per journey record. This also ensures that Sandwell Council are only paying for journeys which have taken place, that TAS can monitor the quality of the transport service and can take action where required.

4.6 Once a member of School/Learning establishment staff has confirmed all passengers are on board a vehicle(s) and they authorise a vehicle to leave the site, the vehicle will not return to the school/learning establishment site.

4.7 On occasion TAS will request the school/learning establishment to prioritise a vehicle(s) or passenger(s) for; drop-off on site (passenger(s) to be collected from the vehicle(s) first and or passenger(s) brought to the vehicle and boarded first or vehicle(s) leaving the site first. These requests will always be based upon the specific needs of the passenger(s).

4.8 Should a school/learning establishment wish to request any changes to a pupils timetable, the request should be sent to the SEN service and SEN_transportofficer@sandwell.gov.uk. TAS will action any request authorised by SEN.

5. Information, Communication and Support

5.1 Schools/Learning establishments are to encourage parents/carers to inform SEN of any changes in the passenger's timetable and change of home address as this may affect their eligibility for travel assistance. TAS then action any changes when authorised by SEN.

Please contact SEN via SEN_Transportofficer@sandwell.gov.uk

5.2 Schools/Learning establishments are to inform TAS of teacher training/inset days, closures and any delays in trips that will affect transport. Additionally, it is the

school's/learning establishments responsibility to inform SEN/TAS of any passenger who has been suspended/excluded from school or who does not require transport for any period of time. This ensures that Sandwell Council is not paying for unnecessary journeys.

- 5.3** If a pupil is taken ill or needs collecting during school/centre hours, it will be your responsibility to arrange their collection with the parent/carer. **Transport will not be provided by TAS in this instance.**
- 5.4** Schools/Learning establishments are to inform TAS of any changes in health, medical conditions (e.g. increased frequency of seizures, diabetes, allergic reactions etc), wheelchair or behaviour during the day which may impact on that passenger's well-being on transport or that of other passengers/transport staff. **Where it is deemed unsafe for transport staff to transport a passenger, the school/learning establishment must notify parents/carers and arrange for them to collect their child or make alternative arrangements.**
- 5.5** The school/learning establishment, where possible, are to provide resources/materials e.g. PECS, picture cards, visual aids, etc. for identified passengers to aid transition on and off transport and for use on the journey for communication between passengers and transport staff.
- 5.6** Schools/learning establishments should offer training for transport staff, where identified as beneficial, enabling them to successfully meet specific passenger needs e.g. calming strategies, use of communication/visual aids etc.
- 5.7** **Schools/learning establishments must inform TAS immediately if there are any concerns regarding transport** (including safeguarding, vehicles, equipment, transport staff or passengers) and report any transport related incident(s) as they occur. If parents/carers raise concerns directly with the school/learning establishment, please refer them to the TAS Team.
- 5.8** **Schools/learning establishments should inform TAS of any early/late drop off and collection of passengers.**
- 5.9** **Schools/learning establishments should not agree to requests for early/late drop off or early/late release of passengers by transport staff.** Any such requests should be reported to TAS as they occur.
- 5.10** The Transport Record (TR1/2) should be completed in full by the transport company, – this can be checked at your discretion. The information contained on these forms ensures that TAS can invoice the company accurately, issues/changes can be recorded on the back by transport, school/learning establishment or parents/carers and allows TAS to monitor the overall performance of the transport contract. Schools/learning

establishments must ensure that drop off and collection times are recorded accurately, and that the passenger attendance matches the register on the day. School/learning establishment staff can also use the back of the blue card to record any additional relevant information. This also ensures that Sandwell Council only pays for journeys that have taken place, that we can monitor the quality of the transport service and take action if necessary.

- 5.10 Schools/learning establishments are to inform TAS if a parent/carer has brought their child on site themselves (e.g. following a medical appointment in the morning) where a return journey on transport will be required.
- 5.11 Schools/learning establishments are to inform TAS of any journey cancellations due to illness, medical appointments etc. (e.g. where a passenger leaves school/learning establishment during the day). This also ensures that Sandwell Council are only paying for journeys that are necessary. **TAS will not arrange transport should a passenger become unwell during the day. In this instance the school/learning establishment must contact the parent/carer to arrange collection of their child/foster child.**
- 5.12 The Transfer Record for passenger's personal items (TR4) is to be completed between parent/carer, school/learning establishment and transport staff. This could be used for things such as letters, medication, dinner/trip money etc. that specifically needs to be handed over to a responsible adult and signed for. This is a signed record and should accurately document the transfer of items.
- 5.13 **TAS provide a separate incident form for transport staff to complete where necessary.**
- 5.14 **TAS issue Emergency procedures for Transport providers in the event of an Accident or Medical Emergency, Missing Passenger(s) and Abandoned Passengers.**

6. Passenger Code of Conduct:

- 6.1 The management of the behaviour of individual passengers will need to be monitored and addressed by working in partnership with the passenger, parents/carers, school/learning establishment, transport staff and TAS. The Department for Education provide the 'Behaviour in school's advice for headteachers and school staff' (Sept 2022) setting out their expectations that schools should promote appropriate standards of behaviour by pupils on their journey to and from school.

6.2 TAS will issue warning letters to passengers, parents/carers when required and the assistance of the school/learning establishment will also be requested to resolve the matter.

We have written this Code of Conduct in co-production with passengers. Our aim is to ensure that all passengers are aware of the expectations of their behaviour whilst on transport provided by Sandwell Council. This ensures that all passengers and transport staff are as safe as possible.

The passenger's behaviour on the vehicle

Whilst it is accepted that passengers with SEND may present with behaviours due to those needs, passengers and transport staff are entitled to expect a safe and stress-free journey to and from school/learning establishment.

Please take some time to go through these behaviour expectations with your students:

- 1. Always be ready for transport on time.**
- 2. Respect the driver, passenger assistant and other passengers.**
- 3. Respect the vehicle you travel in.**
- 4. Remain seated and always wear a seatbelt/harness in the vehicle.**
- 5. Always behave in a way that causes no danger or distress to other passengers or staff on the vehicle.**
- 6. Violent, abusive, bullying or threatening behaviour will not be tolerated.**
- 7. Follow instructions from the driver and passenger assistant or other official, especially in an emergency.**
- 8. Never get off the vehicle before you reach your destination.**
- 9. Do not eat or drink in the vehicle.**
- 10. You must not smoke or vape in or around any vehicle.**

To give all our passengers the opportunity to read through the code of conduct, and take ownership of their own behaviours, we have included an easy-read version, as well as a simplified easy-read version of the passenger code of conduct. We encourage all passengers to familiarise themselves with our behaviour expectations so that they can agree to and adhere by them.

Passenger Code of Conduct

- Always be ready for transport on time
- Respect the driver, passenger assistant and other passengers
- Respect the vehicle you travel in
- Remain seated and always wear a seatbelt or harness in the vehicle
- Always behave in a way that causes no danger or distress to other passengers or staff on the vehicle
- Violent, abusive, bullying or threatening behaviour will not be tolerated
- Follow instructions from the driver and passenger assistant or other official, especially in an emergency
- Never get off the vehicle before you reach your destination
- Do not eat or drink in the vehicle
- You must not smoke or use an electronic cigarette in or around any vehicle

Simplified easy-read Passenger Code of Conduct

1.  Always  be  ready  on time
2.  Respect  everyone  on  transport
3.  Respect  the  vehicle
4.  Sit down  and  wear  a  seatbelt/harness  in  the  vehicle
5.  Show  good  behaviour  to  other  passengers  or  staff  on  the  vehicle
6.  Bad  behaviour  will not  be tolerated
7.  Follow  instructions  from  staff,  especially  in  an  emergency
8.  Get off  once  you  reach  your  destination 
9.  Do not eat  or  drink  in  the  vehicle
10.  No smoking  (or vaping)  in  or  around  any  vehicle

Most passengers using the travel assistance service transport will do so responsibly and safely. However, the following behaviour is not acceptable. If this behaviour occurs, parents/carers and schools/learning establishments will be contacted by TAS and appropriate action will be taken:

1. Nuisance or offensive behaviour: irritating and unpleasant behaviour which, whilst not necessarily a threat to safety, may significantly impact the comfort of others. This includes failing to respond to the instructions from the transport staff, eating or drinking on the vehicle, smoking, spitting, swearing, using bad/abusive/inappropriate/offensive/racist/disrespectful/name calling/bullying language or gestures.

2. Dangerous behaviour: behaviour which may present some potential or actual threat to the physical safety of the individual, passengers or transport staff. This includes harassing or verbally abusing others during the journey, bullying and moving from the seat.

3. Destructive or very dangerous behaviour: which causes or has the potential to cause physical injury to others and damage to the vehicle. This includes threatening physical violence or fighting, leaning out of the window or door/throwing things from the vehicle whilst the vehicle is moving, interfering with the opening or the windows or door, causing graffiti or damaging seats/seatbelts or other equipment.

4. Extremely dangerous or life-threatening behaviour: which is likely to cause serious injury to others. This includes physical assault on others, lighting fires, threatening physical violence with a dangerous weapon, interfering with the vehicle controls, interfering with passengers/transport staff seatbelts, harnesses and wheelchair clamps, personal belongings, medical equipment or throw objects around the vehicle.

- **If the Code of Conduct is breached TAS reserves the right to stop providing transport, either on a temporary or permanent basis (subject to investigation and at the discretion of TAS and SEN).**
- **If a student's transport is stopped it will become the parents/carers responsibility to transport their child/foster child to and from school/learning establishment at their own expense.**
- Should any damage to the vehicle be caused by a student, parents/carers may be held responsible for any costs incurred in repairing or cleaning of the vehicle.
- **TAS operate a transport behaviour contract, where this is deemed necessary, individual arrangements will be put in place.**

We look forward to working with you to support your students in their education.

Contact us

If you need to get in touch, please do so using the following:

Travel Assistance Service (TAS) Team

Travel_assistance@sandwell.gov.uk

0121 569 4888

[TAS Website](#)

SEN TRANSPORT

SEN_Transportofficer@sandwell.gov.uk

0121 569 8240

[Travel Assistance Website](#)

[SEN Travel Assistance Policy](#)

