



## Guidance For Parents

### SEN Transport Contact Numbers:

0151 233 6513 | 0151 233 6511

Opening hours 07.30am-17.00pm

### Do

- Contact SEN Transport if you need your child dropping off at an alternative address.
- Provide your child with a comfort / distraction if they struggle on travelling.
- Contact the transport provider if your child's transport is running late before contacting SEN Transport.
- Assist your child to and from the vehicle.
- Have your child ready in good time for the transport.
- Understand that the transport will only wait 3 minutes from arriving at your address for your child to attend the vehicle.
- Ensure a responsible adult is home to receive your child.
- Call SEN Transport if you are running late for the afternoon drop off.
- Update any contact information with SEN Transport at your earliest convenience.
- Let us know if your child is off sick and when your child is returning back to school.
- Inform SEN Transport of any medication travelling with your child. (please note failure to do this will lead to refusal of the medication being accepted during handover)

### Don't

- Ask the driver to drop your child off at an alternative address without it being approved by SEN Transport.
- Provide your child with food or drink during the transport journey.
- Ask the transport staff to collect your child from your front door.
- Leave messages on the window for transport staff.