



Northumberland

County Council

Your ref:

Our ref: SEND Transport Review 2022

Enquiries to: Nikki Beale

Email: nikki.beale@northumberland.gov.uk

Tel direct: 01670 624075

Date: 2 February 2022

Dear Parent/Carer

SEN Transport: Route Review and Re-Tendering Exercise:

I am writing to you to inform you that we are undertaking a review of special educational needs transport currently in place for your child which may result in changes to their transport arrangements from wc 25 April 2022, i.e. from the start of the Summer term, immediately after the Easter Holidays.

The review is being undertaken for two main reasons:

- current contracts are expiring and there is a requirement under Public Contract Law for the Council to carry out a re-tendering exercise.
- to ensure best use is made of public money.

Whilst the review will not affect your child's eligibility for free school transport it is likely to result in changes to their transport arrangements (e.g. boarding/alighting points and times). There is also the strong possibility that your child's transport provider will change as well but this will very much depend on the outcome of the tender process. We recognise that such changes need to be handled with care and sensitivity to ensure they do not prove unnecessarily traumatic for your child. Whilst working within pre-determined policy constraints we will endeavour to be as flexible as possible in accommodating individual requests.

To ensure the results of the route review and re-tendering exercise is implemented with the minimum of fuss we would be grateful if you could spare a few moments to provide the following information:

- Feedback on your child's current transport provider – their reliability, levels of customer care etc. When leaving feedback please remember to provide details of the name of your child.
- Confirmation of your full post code address, email address and tel/mob contact details. This will greatly help in ensuring we communicate updates to you in a timely manner.

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- Details of variations to your child's current transport arrangements that we may not be aware of. For example, are there particular days when your child doesn't require the home to school transport service due to attendance at after school activities or being in respite care? Are alternative pick up and drop off locations in place for your child, e.g. childminders or a relative's address? If so, provide full details. There will be limits to the extent we can tailor travel arrangements for individual children so flexibility on your behalf is both required and essential. However, we will work with you and your child's designated transport provider to accommodate requests where this is possible
- An update on your child's medical needs if that is relevant. If necessary we will arrange for contract personnel to receive further training from a paediatric nurse or other medical practitioner.
- A "pen portrait" of your child's needs when travelling on home to school transport. This would be useful as it will guide us in the travel arrangements we put in place for your child.

I would be extremely grateful if all this information could be sent to the following email address:
SEN.Transport@northumberland.gov.uk by 5pm on Monday 21st February 2022.



We are also working closely with our colleagues in the Council's SEND team and with teaching staff at your child's school and where relevant with other professionals whilst undertaking this review.

I hope this is helpful and many thanks for any information you provide. Further updates will be provided as we progress the review.

Yours Sincerely

Mark Cusack
Passenger Transport Manager

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