

## Transport Queries

Issue	Department responsible for query	Who to refer to for resolution Contact Name and No.
<p><b>Safeguarding concerns</b></p> <p>Major issues of pupil behaviour (sexualised behaviour, assaults, criminal damage, attempts to abscond, PA/driving raises family safeguarding concerns, child left at property with no appropriate adult)</p> <p style="text-align: center;">- - - - -</p> <p>Urgent/immediate safeguarding concerns</p>	<p>SEN transport</p> <p style="text-align: center;">- - - - -</p> <p>Safeguarding</p>	<p>Emily Dearing  <a href="mailto:Emily.dearing@hullcc.gov.uk">Emily.dearing@hullcc.gov.uk</a>            01482 615108            07769907311            Referrals will be made to relevant departments after assessment by SEN transport</p> <p style="text-align: center;">- - - - -</p> <p>Phillip Painter  <a href="mailto:Phillip.painter@hullcc.gov.uk">Phillip.painter@hullcc.gov.uk</a>            01482 614552</p>
<p><b>Behaviour on transport</b></p> <p>Minor issues of pupil behaviour (language, disagreements between pupils)</p> <p>Major issues of pupil behaviour see safeguarding</p> <p>Minor issues of poor behaviour that are constant/repetitive or escalating</p>	<p>Operations Team</p> <p>School</p> <p>SEN Transport</p>	<p>PA discuss with parent on day of incident.</p> <p>Planning team notify school of minor incidents            CCU-educationtransport  <a href="mailto:requests@hullcc.gov.uk">requests@hullcc.gov.uk</a>            (cc <a href="mailto:SENtransport@hullcc.gov.uk">SENtransport@hullcc.gov.uk</a>)</p> <p>Emily Dearing  <a href="mailto:Emily.dearing@hullcc.gov.uk">Emily.dearing@hullcc.gov.uk</a>            01482 615108            07769907311</p>
<p><b>Personal Budget Payment query;</b>            Payment not received            Payment incorrect            Changes to payment amount</p>	<p>Support Services</p>	<p>Fiona Bell  <a href="mailto:Fiona.Bell@hullcc.gov.uk">Fiona.Bell@hullcc.gov.uk</a>            07395798895</p> <p>Robert Palmer  <a href="mailto:Robert.palmer@hullcc.gov.u.uk">Robert.palmer@hullcc.gov.u.uk</a>            01482 616002</p>

<p><b>PA &amp; driver issues/complaints</b>  Parents complaint on PA language/behaviour  School complaints of PA response to child behaviour/language  PA not following health and safety guidance (ie seatbelt usage)  Possible training need identified</p>	<p>Operations Team</p>	<p>Darren Ward  Darren.Ward@hullcc.gov.uk  01482 616230  07540677051</p>
<p><b>Risk Assessments</b>  Requests for risk assessments  Updates to risk assessments</p>	<p>SEN transport</p>	<p>Emily Dearing  <a href="mailto:Emily.dearing@hullcc.gov.uk">Emily.dearing@hullcc.gov.uk</a>  01482 615108  07769907311</p>
<p><b>Post 16 Payment queries;</b>  Payment refund queries  Raising invoices</p> <p>- - - - -</p> <p>Collection of parental contribution  Queries on outstanding Balance  Setting up budget plan</p>	<p>Support Services</p> <p>- - - - -</p> <p>Debtors Team</p>	<p>Fiona Bell  <a href="mailto:Fiona.Bell@hullcc.gov.uk">Fiona.Bell@hullcc.gov.uk</a>  07395798895</p> <p>Robert Palmer  <a href="mailto:Robert.palmer@hullcc.gov.u.uk">Robert.palmer@hullcc.gov.u.uk</a>  01482 616002</p> <p>- - - - -</p> <p><a href="mailto:debtorsteam@hullcc.gov.uk">debtorsteam@hullcc.gov.uk</a></p> <p>Vicky Gibson  01482 613727</p>
<p><b>Vehicle Late not arrived</b>  Vehicle not arrived at specified time  Not arrived at correct address  Pupil left at property boundary uncollected. (not seen entering home address)</p>	<p>Planning Team</p>	<p>Sandra Hodder  Sandra.Hodder@hullcc.gov.uk  01482 612809</p>
<p><b>Individual short notice arrangements</b>  Pupil ill  Short notice of parent/carer unavailable for pick up/drop off before/after school  Covid related closures</p> <p>- - - - -</p>	<p>Planning Team</p> <p>- - - - -</p>	<p>CCU-educationtransport  <a href="mailto:requests@hullcc.gov.uk">requests@hullcc.gov.uk</a></p> <p>Parental requests received by SEN transport will be forward directly to planning team</p> <p>- - - - -</p>

Individual pupil timetable amendments	SEN Transport	Emily Dearing <a href="mailto:Emily.dearing@hullcc.gov.uk">Emily.dearing@hullcc.gov.uk</a> 01482 615108 07769907311
<b>Child in Crisis</b> High emotional distress Display of physical anxiety At risk of self-harm or harm to others Unable to comply with health and safety requirement for travel	SEN transport	Emily Dearing <a href="mailto:Emily.dearing@hullcc.gov.uk">Emily.dearing@hullcc.gov.uk</a> 01482 615108 07769907311
<b>LAC pupils</b> Amendments to home address Transport amendments (all pupils not under SEN cost code – queries must be raised by social care)	Planning Team	CCU-educationtransport <a href="mailto:requests@hullcc.gov.uk">requests@hullcc.gov.uk</a>
<b>Applications, Assessments, Appeals</b> Unhappy with application process Timescale of applications Disagreements with behavioural assessments/risk assessments Appeal against refusal to offer transport	Access and Inclusion	Hayley.o'grady@hullcc.gov.uk 01492 616100 07725557172