

Letter from Bolton Social Needs Transport (SNT) – Andy Colderley

Hello and I hope this message finds you safe and well.

Firstly, let me introduce myself. My name is Andy Colderley and I am the assistant Manager for Social Needs Transport (SNT)

Unfortunately, due to the ongoing situation we are not able to attend any meetings to enable us to speak with you reference transport for your child. (and to have cake and biscuits)

IMPORTANT MESSAGE

Before I continue with this briefing please be aware that **Transport needs to be applied for!** When starting a new school or changing address.

If you have not already completed an application, then please visit:

<https://www.bolton.gov.uk/downloads/file/160/application-for-travel-assistance-school>

Here you will find the relevant information as to the criteria and how to apply.

OUR SERVICE

Social needs transport has the responsibility to transport approximately 950 children daily to and from special educational settings within Bolton and out of district.

We operate from a depot in Bolton and have available 30 Council buses and over 100 contractor vehicles ranging from saloon cars, MPV's, and 8/16-seater mini-buses and these are allocated depending on the school they attend.

We currently have 230 Staff and our operational hours are from 07.15 – 17.30 daily Mon-Fri.

Our duties include the safe transportation of children and 250 Adult/Elderly clients daily. During the middle of the day we deliver about 350 hot meals to vulnerable clients around Bolton.

TRANSPORT

We are aware that it is a difficult time for your child to be getting on a vehicle without you by their side or going to a different school and the complications with a different environment.

Firstly, all our Passenger assistants have general training with regards to Passenger Assistant duties, which includes safeguarding training and DBS checks, some will have more specialist training with regards to:

1. Managing challenging behaviour
2. Epilepsy, Asthma, Autism awareness and other special needs as required
3. Safe traveling
4. Wheelchair users
5. First Aid awareness.

All our vehicles will have a passenger assistant on the vehicle to supervise and assist children.

Parents are responsible for bringing their child to the vehicle in the morning and collecting your child when they arrive at your house in the afternoon. This is because the assistant is not permitted to leave the vehicle.

Bolton Council operate a one address policy for all children so please ensure you have the relevant childcare in place.

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Depending on where you live affects the time your child will be picked up so the further you live from school the earlier your transport will arrive to pick up and a later drop off in the afternoon.

As mentioned, our office is open from 07.15 to 17.30 so if your child does not need transport on a certain day then please ensure you inform the office on one of the numbers below.

01204 332047 (answer machine out of office hours)

01204 332048

01204 337620

Prior to the new school year, you will receive a letter with the following information:

Name of Passenger Assistant

Contractor

Approximate time for pick up.

You will also receive a passenger information sheet which require completing and returning to the office. This information will allow us to look at any additional training required by our staff and help with the transition of your child.

Finally, myself and the team look forward to helping your child attending their new school and look forward to meeting you in the near future.