

CEDA  
The Clare Milne Centre - Emperor Way  
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## **TRANSPORT POLICY**

### **General Statement**

CEDA is committed to providing transport as an additional service, subject to availability, for students who need it.

We endeavour to provide a reliable service where circumstances are within our control. In the event that transport can not be provided due to circumstances beyond our control CEDA does not accept responsibility, financial or otherwise, for providing an alternative.

All passengers are required by legislation to make a financial contribution to CEDA, under the Devon County Council Fairer Charging Policy. Clients will be charged the current relevant rate per journey.

### **Health and Safety**

CEDA is committed to the personal safety of its drivers and passengers, and complies with current recommendations in respect of numbers, seating, and the clamping of wheelchairs.

Drivers reserve the right to refuse transport on any occasion for reasons of health, Health & Safety, or behaviour which they feel may pose a significant risk and this may result in a subsequent service being withdrawn.

Drivers are not allowed to leave a bus unattended (empty or not), so transport users should be ready and escorted to and from the bus where necessary. Drivers will always wait for a reasonable length of time for students to come to the bus, but will then continue on their planned route in order to cause the least disruption to the other service users.

Drivers are not expected to escort service users to and from the bus, or to deal with access difficulties. It is not the responsibility of the driver to ensure the person with whom the service user is left is suitable.

### **Cancellations**

CEDA – In the event of circumstances beyond our control we will notify service users as soon as possible that transport is not available. This does not necessarily mean that centre based activities are cancelled, and we would hope that students would be able to attend by using another form of transport. **By Service Users** – In an emergency, such as sudden illness, we will expect service users to contact the driver direct as soon as possible to advise that transport is not required, and we will assume that absence will continue until we are told otherwise.

In the event of planned absences, such as holidays or appointments, we will expect advance notification in writing.

## **Times**

CEDA can only estimate times for collection and return and will always try to adhere to these, but they are subject to route changes and prevailing traffic conditions etc.

Service users should expect collection if cancellation has not been advised, even if the driver is late.

Requests for a change to pick up times will always be considered and can usually be accommodated, within reason, with prior notification.

**Mornings** – Service users will be given an estimated time of arrival, but for the reasons stated this may vary by a few minutes either way. Routes are planned so that students do not arrive at the centre before it opens at 9:30am.

**Afternoons** – The sessions finish at 3:00pm, Monday to Thursday, so transport users could be home at any time from 3:15pm. On Fridays we close at 2:30pm, so transport users could be home at any time from 2:45pm. To ensure that the service suffers minimal disruption we would ask that carers are available to receive passengers at home from those times stated.

**Penalties** – Should the transport be delayed because parents/carers are not at home to receive the client then CEDA will make an appropriate charge for the delay. This will equate to the cost of one session, if under 2 hours, and two sessions if over 2 hours. The driver will then continue on the round and return the client to the centre where it will be the parent/carers responsibility to collect them.

## **General**

Buses are generally in use during the day, so if a transport user needs to go home early we would not be able to provide transport in between the normal times.

## **Information**

**From CEDA** – We will advise individual service users of their expected collection and return times, together with the mobile telephone number of their driver.

**From Service Users** – We will expect to be kept updated with changes in contact details and information that might affect the provision of transport.

8<sup>th</sup> May 2007