

Q & A on Transport

Some questions raised by parents through the parents forum.

1. Why do vehicle crew members change?

Crew members are changed to cover for staff holidays, absences or when a member leaves employment. The only other change would be to meet service needs, e.g. when a client's specific requirements change. Our aim is to have three crews trained for each run to cover such events where possible and to maintain continuity.

2. Why is a bus late/ arrives at different times each day?

Not all clients go to the same locations each day, which changes the duration of runs on some days. Also, vehicles occasionally break down or, more commonly, encounter increased traffic congestion or problems on roads. Our crews are asked to take the same route every day to minimise customer time variations.

3. Why do you change runs around?

Every week we have new clients who move in to the area and/or others leaving or changing school/centre. Some clients also have changing personal requirements (e.g. medical, behavioural and respite) that we need to meet. All such changes have to be accommodated and this in turn creates run changes. Whatever change is needed we do try to manage it with the least amount of inconvenience to other clients.

4. Why are we not told when there is a relief escort?

Changes are normally down to last minute events e.g. sickness/absence and the sheer scale of the operation makes it extremely difficult to let parents/carers know. However, any crew member is replaced by an equally well trained and vetted staff member to ensure client safety remains the priority.

5. Why do I have difficulty getting through to the office on some days by phone?

Although our phones are busy during key service periods there are occasions, such as bad weather or major road incidents etc, when everyone seems to want to talk to us at the same time. With over 500 vehicles collecting 1,800 clients during such times our lines can get congested but if your call is not urgent the best time to get through to us is between 10am and 2pm daily.

Parents' Forum Information

In 2008 a significant amount of work was carried out to re-launch Bradford's Parents' Forum for parents of children with special educational needs in the context of current developments in SEN reorganisation and Bradford's pathfinder status for "Aiming High for Disabled Children". A working group was established to further develop the Parents' Forum and communication plans, chaired by the Lead Member for Children's Services. A schedule of meetings was agreed and the work of the group included the planning and delivery of a re-launch of the Parents' Forum. This took place in November 2008, and resulted in increased membership of the working party.

Parents' Forum is developing as an established group with strong leadership from its newly elected committee members:

Chair- Richard Sutton

Vice Chair- Sam Jepson

Publicity Officers- Sheryl Ashton and Phil Jolly

Secretary/ Clerk- Nageena Khan

If you would like to receive more information about the Parents' Forum or if you would like to raise any issues, please contact the Clerk - Nageena on email: n.k19@hotmail.co.uk

Parents have the opportunity to raise issues and concerns through Committee members or at "Open Forum" meetings which will be held regularly. Many issues have already been addressed and this is providing another platform on which to raise concerns to Council representatives and an opportunity for responses to be given and answers provided.

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Services for Children and
Young People

Special School
Re-Organisation

News
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Building Progress at
Chellow Heights

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**A big welcome to
the Head of Service
for the Deaf and
Hearing Impaired Children
Susan Wright**

Dear Parents,

My name is Susan Wright and I am the newly appointed Head of Service for Deaf and Hearing Impaired Children here in Bradford.

I have been involved with deaf children and their families for the past thirty years and have enjoyed working in a range of different schools, Services and settings across the country. Many of you will already know me through my role as DSP Manager at both Girlington and Swain House Primary Schools. I am very much looking forward to meeting all parents of deaf children in the very near future.

I am very pleased to have been given this opportunity to lead the new Service and I strongly believe that the changes in Deaf education in Bradford are positive and exciting for children, families and staff. Any period of change is always difficult but, I know that the future offers tremendous opportunities for deaf children and young people. I look forward to working with you in ensuring that your children can make the most of these opportunities in order to reach their potential and develop into confident and independent young people.

Susan Wright

SEN Re-organisation - brief update

Additionally Resourced Centres (ARCs) for pupils with hearing impairment within mainstream schools.

Update

- * At Girlington Primary the work has been completed and the children moved into the new provision following the October half term holiday.
- * Building work at Swain House Primary started during the half term holiday and is anticipated to continue until August 2010.
- * Hanson Provision is being built within the BSF programme and work is expected to be completed by September 2011.



New study area at Girlington Primary

**A big welcome to
the Head of Service
for Children with a
Visual Impairment
Anne Lomas**



Dear Parents,

I am delighted to have this opportunity to introduce myself to you. My name is Anne Lomas and I am the newly appointed Head of the new Service for Children with a Visual Impairment, here in Bradford. I have worked in the field of visual impairment for 26 years, and for the last 7 years I have been the Team Leader in the VI Team in Education Leeds.

I will be starting my new post on 1st January 2010, and I hope to make arrangements to meet with the parents of all the children with a visual impairment throughout the Spring term. There is much to build on within the new Service, and I want to listen to your views, and the views of the children, in order to develop a plan for the future to provide excellent support and provision for children with visual impairment across Bradford. I very much look forward to meeting you all.

Alomas.