

Kingsbrook School

'A unique service for unique young people'

Taxi Procedure

Kingsbrook School

Southburgh,
Thetford,
IP25 7TJ

31st August 2025
Review: 30th August 2026

Taxis Commissioned by Local Authorities

Most students are transported to Kingsbrook School via a taxi that has been commissioned by their local authority. It is the local authority's responsibility to ensure all taxi drivers and passenger assistants have received the required statutory checks to ensure their right to work and that they are a safe person to work with children and vulnerable adults. (DBS).

Changes to Taxi Arrangements

If a parent/carer needs to make changes to their current taxi arrangements on an 'ad hoc' basis it is for the parent/carer to directly liaise with the transport department of the local authority. An example being if a parent/carer needed to collect their child directly from school to attend a medical appointment.

If changes are required on an ad hoc basis as a result of school, for example a school trip where the return time is later than the usual taxi collection time; it is the school's responsibility to inform the transport department of the local authority.

Illness/Absence

If your child is unwell or absent from school for any other reason; it is the parent/carers responsibility to inform the transport department of the local authority for every day of absence.

Difficulties in Taxis

Difficulties can occur in taxis whether this is with the transport staff and/or altercations with fellow peers within the taxi. If difficulties occur parents/carers are to at first directly contact the transport department of the local authority to try to resolve the difficulty. If the difficult cannot be resolved or continues, please follow the steps below:

- Contact Kingsbrook School and ask to speak to either Lynne Westley or Lisa Raven De Burca.
- Relay what the difficulty has been and how the local authority has responded.

Ongoing Difficulties

There are occasions where difficulties cannot be resolved. During these times and having already attempted a resolution, Kingsbrook School will support parents/carers to apply for individual transport. Kingsbrook School will complete an individual transport request form stating reasons for the request and an explanation as to why the current arrangements are not working. This will be sent to the local authority and a decision will be made. Please note Kingsbrook School has no part in this decision making process and can only advocate the need for the individual transport request.

Use of Taxis Within School

There are occasions where the use of a taxi is required within school. School vehicles are limited and depending upon each student's individualised programme, we may need to use taxis to ensure timetabled activities can take place.

School will utilise local taxi companies who have not received enhanced DBS checks. However; it is not permitted for any child to travel in a taxi unaccompanied by a member of Kingsbrook staff who will therefore safeguard your child during the journey and will at no point leave your child with the taxi driver.