

Southwark School Transport

Useful information for parents/carers

Travel Assistance Team

T: 020 7525 5121

E: schooltransport@southwark.gov.uk

Cut out and keep this information

Southwark School Transport

Useful information for parents/carers

HATS T: 020 7703 6180
E: southwark@hatsgroup.com

**Access
Mobility** T: 020 8877 2777
E: contact@accessmob.co.uk

**Travel
Assistance Team** T: 020 7525 5121
E: schooltransport@southwark.gov.uk

What are the important contact details I need to know?

At the start of the school academic year in September or, before your transport begins if this is during the school year, Southwark's Travel Assistance Team will let you know which travel company will be taking your child to and from home to school. Contact details for the travel companies are shown above. Most of your daily contact will be directly with your travel company. Please keep their number to hand. We have provided a wallet size cut out at the top of the page.

How do I request a change to the type of travel assistance my child receives?

The travel assistance team carefully considers the best travel option for each child according to their needs. The mode of transport can only be changed at the time of initial application or when we carry out a review. If you wish to ask whether it is possible to change to another form of transport, you should request an appeal form from the Travel Assistance Team. You must submit your appeal request within 20 working days from us informing you of the type of travel assistance being offered.

What should I do if I want to change the timings for my child's pick up and drop off?

The timings cannot be changed. The travel company works out the time each child needs to be picked up in order to get to school on time and then gives the parent a time slot.

How will I know if school transport is going to be late for pick up or drop off?

Your travel company will send a text message to you. Please let the Travel Assistance Team know of any changes to your phone number or contact details to ensure that the travel company texts the correct number.

Who should I tell if no one is going to be at home to greet my child, or I am late getting home to greet my child?

If no responsible adult is at home to greet your child, it will cause a major disruption to the service. However, if you have an emergency, which means no one will be at home, you must let your travel company know immediately. If you have provided an alternative emergency contact in Southwark, the crew will then be instructed to take your child to that address.

How will I know which route the bus/taxi takes to and from my home to school?

Each route is planned to achieve the shortest and safest journey. The driver will stick to this route unless a child is added or stops travelling on the round. Because of the size of the service, the travel companies do not routinely share route details with parents.

Can I contact the crew?

All contact with the crew must be done via the travel company's office. Crews are not allowed to give parents their phone numbers as it is important that they and the passenger assistants focus on looking after the children.

Will the crew have my telephone number?

No. The travel company's office will have your phone number and will be the intermediary between you and the crew.

May I give the crew specific information about my child's needs?

If you have information that you feel will help make the journey a smooth one, then you may give that information to the crew. If there is an urgent matter that needs to be shared, let your travel company know and they will ensure the message gets to the right person.

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 facebook.com/southwarkcouncil



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Travel Assistance Team

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What should I do if I want my child picked up or dropped off at an alternative address?

If you would like your child to be dropped at a carer's home, or a relative's home, we can do this if the alternative address is in Southwark. Please contact the Travel Assistance Team with your request. We cannot drop children at clubs, schools, places of work, etc. For information about dropping off at Social Service activities, please see below.

Will the Travel Assistance Team arrange for my child to be transported to after school activities?

The school travel assistance service is for home to school only. However, young people with SEND who are attending commissioned social care facilities (e.g. specialist after school activities, independent living skills sessions) that are part of their individual social care package are able to discuss any travel assistance support requirements with the council's Children with Disabilities team which if provided, will be a separate decision from the school travel assistance service.

Will the bus/taxi crew know about my child's needs?

Yes. The Travel Assistance Team will have forwarded details about your child's needs to the travel company.

What training will the crew have had in dealing with my child's needs?

All crew members have on-going training in supporting and caring for children with special needs, this includes learning about various needs, such as autism, ADHD, etc. They also have training in dealing with epilepsy, asthma and other medical conditions, and how to deal with challenging behaviour, safeguarding and more.

Who should I tell if my address changes?

Please contact the Travel Assistance Team as soon as you know you are changing address so that they can re-assess your child's eligibility for assistance. Our travel companies do not have permission to pick up or drop off from a new address until the Travel Assistance Team has agreed for them to do so.

What happens if my child needs to go to the toilet while on transport?

We ask all parents and schools to ensure that children go to the toilet before they get on transport. However, if a child does need to go, the crew will stop at a place that has a toilet, like MacDonalds.

Can my child use an electronic device while on transport?

Generally no, but if the school recommends that your child uses something on transport to keep them occupied, please put your request to the Travel Assistance Team.

How do I complain about an incident and/or the staff on school transport, and what arrangements will be put in place while my complaint is considered?

You should put your complaint to your travel company. If you remain unhappy with their response, you should outline the reasons why and put them to the Travel Assistance Team, who will record it with Southwark's Complaint Unit. In the meantime, if you want your child to come off transport, you will have to make your own arrangements to get them to and from school.

How do I complain about the service I receive from the Travel Assistance Team?

Complaints about the service received from the Travel Assistance Team should be forwarded to:

Children's and Adults' Services Complaint Unit
PO Box 64529, London SE1P 5LX

Tel: 020 7525 3681

Email: sscomplaints@southwark.gov.uk

How often will you review my child's eligibility for travel assistance, and the type of assistance they receive?

We aim to review eligibility and type of assistance once a year. This time frame may be shorter if your child was given travel assistance under special circumstances.

Can my child eat and drink while on transport?

For health and safety reasons this is not allowed. Water is provided for all children in hot weather.