



# Travel Care and Support Service



City of Westminster



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Welcome

**This guide is for you as a parent or carer because your child receives home to school transport. Here you will find essential information about the Travel Care and Support Service, what you should expect from us and what you can do to help ensure your child has a great journey.**

We aim to deliver a quality service that ensures your child is safe, secure and comfortable during their journey. We aspire to provide a service that understands the needs of children and is centred on caring for those needs.

The Travel Care and Support Service works daily to make sure that pupils:

- Arrive at school ready to learn
- Are picked up on time, arrive at school on time, and are taken home on time
- Are safe, protected and their needs met
- Are supported, where possible and appropriate, to travel independently



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## What is the Travel Care and Support Service?

The Travel Care and Support Service is a team within the Council that is responsible for running a smooth and effective transport service to the highest possible standards. We are your first point of contact for anything related to your child's transport.

Our opening hours are 7.30am to 5pm Monday to Friday.

You can contact us by calling or emailing:

 020 7361 3623

 [passengertransport@rbkc.gov.uk](mailto:passengertransport@rbkc.gov.uk)

## What is our role?

We will make sure that you and your child receive:

- A clean, safe, and secure vehicle
- A reliable service which arrives on time
- Well trained, polite, and consistent staff
- Journey updates from us

We only provide home to school or college transport in the mornings and the afternoons. The Travel Care and Support Service cannot provide transport for personal medical appointments or any extra-curricular activities.

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## When should you contact us?

We are here to help you. You may need to contact us to:

- Find out about the scheduling of your child's journey
- Find out about any delays to your child's pick up or drop off time
- Let us know that your child can't make a journey
- Let us know if there are changes to your child's medical needs
- Give a compliment, make a complaint or give us any other feedback on your experience with the service. If you do make a complaint, we will investigate the matter and let you know the outcome of the investigation as soon as possible

## How will we contact you?

If we need to get in touch with you, we will generally call, text, email or send a letter.

We use a text messaging service to provide parents with important transport updates in real time. For example, if there is a delay to the journey or change in staff and we need to let a group of parents know quickly, we would use the texting service.

To ensure that you get these text updates, please make sure we have your preferred mobile number so that we can add it to our texting service. It's also important that you let us know if your mobile number changes.



## What is your role as a parent?

You play a critical role in making sure that transport runs as smoothly and effectively as possible for your child as well as any other children using the service.

As a parent, you need to make sure that:

- Your child is ready to be picked up so that everyone is able to get to school on time
- You update us with your mobile, home, work telephone numbers, email address, emergency contact numbers and address
- You notify us of any changes that may affect your child's transport arrangements
- You bring your child to the vehicle and that you assist your child onto the vehicle
- You contact us as soon as possible if your child is sick or unable to attend school for any reason





- You advise the Passenger Assistant if there is a particular difficulty with your child on a specific day and support them with getting your child on and off the vehicle
- You encourage and support your child to behave appropriately when travelling to make sure that all children using the service are comfortable and safe
- You and your child treat transport staff with respect and courtesy

Please remember that there may be other children on board the vehicle and that we all need to work together to make sure they have the best start and end to their day.

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## What to do at collection and drop-off times

It is important that all children arrive at school and at home in good time. To help us achieve this:

- It's your responsibility to make sure that your child is on time for collection. Drivers are under instructions to wait no more than 5 minutes after the scheduled pick up or drop off time. After this, the transport will depart
- It's your responsibility to be at the drop-off point to meet your child at the end of the school day
- It's your responsibility to be on time to meet your child when they return from school

It's important to remember that:

- Passenger Assistants will always make sure that your child is collected by you alone. You must be present at the drop off point as your child cannot be left with anyone else, unless this has been agreed with us beforehand
- Passenger Assistants will not pick up or drop off your child at your front door. You will need to meet the staff beside the vehicle with your child
- Your child cannot be dropped off at any other destination other than the designated drop-off point
- If you are regularly late in picking up or dropping off your child, we may contact the Head of the Special Educational Needs Service to discuss the matter and agree next steps. Withdrawal of travel assistance will be considered as a last resort
- If you are not available to meet your child in the afternoon, the Passenger Assistant or driver will contact us and we will try to get in touch with you. If we can't contact you, your child will be taken to an emergency drop-off children's centre and you will need to make arrangements to collect your child



## What if....

### ...the transport is late?

From time to time, transport may run late because of circumstances outside of our control, such as traffic delays, extreme weather, or a child being unwell on the journey. In these cases, we will contact you and the school as soon as possible to keep everyone updated.

### ...there is extreme weather

If we are experiencing extreme weather (e.g. snow and ice), we will try to keep the transport services running. However, should a decision be made to cancel services, we will let you know by text as soon as possible.

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### ...there is an emergency?

In the event of an emergency (e.g. vehicle breakdown), drivers and Passenger Assistants will contact us and we will contact you straight away. Arrangements will be made to get your child to a safe location as quickly as possible.

### ....there is a medical emergency?

Passenger Assistants are trained in basic First Aid and receive additional training specific to the individual needs of the children that are on the journey. In a medical emergency, Passenger Assistants or Drivers will contact 999 Emergency Services. We will also contact parents and carers straight away.

### ...my child requires medication?

Any request directed to transport staff to give medication will be refused. Medication will only be administered when it has been agreed in advance with the Council and only when the Passenger Assistant concerned has been specially trained by a health professional and the required training is fully completed. These strict procedures must be followed to ensure the safety of your child.

### ...my child is hungry or thirsty?

On health and safety grounds eating on the journey is not permitted (some children can have certain allergies, others have special dietary requirements and there may also be a risk of choking).

Whilst drinking on the vehicles is not normally permitted, some pupils may need to carry drinking water especially during the summer months when it can be very warm in the vehicles.

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## Pen Portraits

We recognise the importance of transport staff understanding and responding to your child's needs; as a result, we have introduced Pen Portraits. Pen Portraits aim to help drivers and Passenger Assistants better understand your child's needs and make their journey more comfortable.

It is up to you if you'd like to complete a Pen Portrait, but we believe they are important to help staff better understand your child's individual needs. The Pen Portraits will be kept securely and will not replace your child's Travel Care Plan.

If you would like a copy of a Pen Portrait mailed out to you to complete, please contact us.

## Alternative Travel Options

Our overall vision for travel assistance is to promote the independence and wellbeing of all young people and a range of travel options are offered. All pupils should be encouraged to follow a healthy lifestyle including walking a reasonable distance to school, where possible. The council can work with you to explore alternative travel options that would be appropriate for you and your child. If you would like to enquire further about Alternative Travel Options for your child, please get in touch with us.



## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.



Enquiries line 020 7361 3623



passengertransport@rbkc.gov.uk