



Royal Borough of Greenwich

The Royal Borough of Greenwich Home to School Travel Assistance: A Guide for Parents & Young People



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1. Agreement and introduction

Agreement

Prior to transport being provided, parents, young people and, where appropriate, children are required to read this guide and agree the respective standards and expectations.

This guide sets out the terms and conditions under which any bus or taxi transport offered is provided by Greenwich Services Plus (GS Plus) on behalf of The Royal Borough of Greenwich.

Introduction

The Council is committed to providing safe, reliable and efficient transport so that children and young people arrive at school or college ready to learn.

To deliver this service, the Council has entered into an arrangement with GS Plus, who are responsible for providing transport services. The contract is robustly monitored by the Council to ensure that the service provided is of high quality and is value for money.

This parent and young people's guide sets out the responsibilities of the Council and GS Plus, both of which work alongside our schools and colleges. The guide also sets out standards and expectations required of parents, young people and children receiving this service.

All parents, children and young people receiving transport are expected to adhere to the standards and expectations set out in this guide. We therefore ask all parents to explain to their child or young person what is expected on transport, and the importance of following these standards and expectations.

2. Our commitment

The Royal Borough of Greenwich and GS Plus work in partnership and are equally committed to providing a safe, reliable, efficient, and comfortable home to school transport service, which enables the timely arrival of children and young people to school or college ready to learn.

What to expect from the Council

To provide the right support for your child, the Council will:

- Put in place home to school travel assistance for qualifying children and young people in accordance with the Greenwich Home to School Travel Assistance Policy
- Conduct a review of travel assistance as and when required. This will include children and young people who are moving between key stages of learning, changing schools, or moving home. Parents will be notified when a review is required
- Work collaboratively with parents, schools and colleges, and GS Plus to put in place strategies to support children and young people's special educational needs
- Ensure all complaints are investigated in accordance with the Royal Borough of Greenwich's Complaints Procedure

To provide a quality service, the Council will:

- Monitor the contract in place with GS Plus, ensuring that there are suitable routes, schedules, and vehicles in place, and that all drivers and vehicles are suitably licensed and insured to transport children and young people
- Where appropriate, raise any safeguarding concerns with Royal Greenwich's Children's Services safeguarding team
- Ensure that all confidential information is handled in line with General Data Protection Regulations (GDPR)

What to expect from GS Plus

To provide a quality service, GS Plus will:

- Protect the safety and wellbeing of all children, young people and staff while on transport, in line with its duty of care
- Ensure that all drivers and vehicles are suitably licensed and insured to transport children and young people with SEND
- Ensure that all vehicle staff are suitably trained to transport children and young people with SEND, and wear ID badges to make them easily identifiable
- Immediately advise Royal Greenwich if no responsible adult is present to collect a child
- Immediately make any safeguarding referrals directly to the Multi Agency Safeguarding Hub (MASH)

To provide a reliable service, GS Plus will:

- Communicate to the parent details of the travel assistance they are being provided
- Plan and schedule transport vehicles to arrive at their destinations in a timely manner, unless unforeseen circumstances cause an unavoidable delay
- Contact parents or young people 5-10 mins prior to arrival for pick up and drop off
- Contact and inform the parent or young person if the expected arrival time has changed

3. Standards and expectations for parents of children and young people receiving transport

To support the Council and GS Plus to provide the best service possible we have set out the standards and expectations that parents of children and young people receiving transport are required to adhere to. Please note that this list is not exhaustive.

Be considerate:

- Treat transport staff, other children and young people, and parents with respect. No verbal or physical abuse will be tolerated.

Be supportive:

- Ensure that your child or young person understands and complies with the expected standards set out in this guide
- Ensure that your child or young person is ready in time for collection and that you are at the drop off point at the end of the school day
- Inform GS Plus of any occasions where your child or young person won't need transport. For contact details see Section 6
- Inform the Council if your child or young person's circumstances change, or if their contact details change. For contact details see Section 6
- Cooperate and work in partnership with the Council, the school, and GS Plus in response to any action taken to address behaviour that falls below the standards and expectations
- Be prepared to meet the costs of any damage caused by your child or young person as a direct result of their failure to adhere to the standards and expectations set out in Section 4
- Ensure that information held by the Council and GS Plus, including telephone numbers and emergency contacts, are kept up to date



Keep your child or young person safe:

- Ensure that your child or young person is safe and accompanied before they are collected by transport, and as soon as they are dropped off at home, unless you have informed the Council that your child or young person is a responsible key holder. If a responsible adult known to GS Plus is not present to collect your child or young person, this could result in your child or young person being taken to the nearest police station.
- If your child or young person is over 12 years of age and you have provided them with a house key, you can request that they are dropped off without the need for an adult to be present. You will be required to complete a 'key holder waiver form' that will also need to be signed off by the school. You can request a form from SEND Travel Assistance Team.
- If your child or young person is collected from a designated stop, you can request they make their own way if you feel that they are confident and familiar with the safest walking route between home and the designated stop, including the safest crossing points. Please contact the Council to discuss further in advance of arrangement. For contact details see Section 6.
- You will be required to make your own transport arrangements if your child or young person has to leave school at any time other than the regular time e.g. medical appointments or in the case of illness.

Failure to meet standards and expectations

- The Council and GS Plus will work collaboratively with parents to address any concerns in relation to standards and expectations at the earliest opportunity. However, sanctions may be applied to parents failing to meet the required standards and expectations set out in this guide. Sanctions range from a verbal warning to the withdrawal of transport. If current transport arrangements are withdrawn, then alternative home to school travel assistance will be put into place.

4. Standards and expectations for children and young people receiving transport

To support the Council and GS Plus to provide the best service possible we have set out the standards and expectations that children and young people receiving transport are required to adhere to. Please note that this list is not exhaustive.

Be considerate:

- Do not eat or drink on the vehicle without prior permission from GS Plus
- Do not damage any part of the vehicle
- Do not behave in a way that makes others feel unsafe or uncomfortable
- Be respectful towards others – bullying, physical or verbal abuse, and discrimination towards others will not be tolerated

Be safe:

- Wear a seatbelt
- Follow the transport crew's instructions at all times
- Do not distract the driver or other road users
- Stay in your designated seat during the journey
- Do not bring alcohol, drugs, knives, or any other weapons onto the vehicle



Failure to meet standards and expectations

The Council and GS Plus will work collaboratively with children, young people and parents to address any concerns in relation to standards and expectations at the earliest opportunity.

Any incident on transport will be investigated:

- GS Plus will commence an investigation into all reported incidents within 48 hours
- If it is a minor incident, GS Plus will contact the parent to agree a resolution to prevent reoccurrence, and, if necessary, issue a verbal or written warning. Repeated incidents may result in a proportionate escalation of the response, including the possibility of withdrawing transport
- If the incident is serious enough to cause a health and safety risk, the child or young person may be immediately suspended from transport for up to 10 school days while an investigation takes place

As part of the investigation, the impact of the failure to meet the required standards and expectations will be assessed in relation to the wellbeing and health and safety of the child or young person, other passengers, and staff. The nature of the incident and the special educational needs the child or young person will be considered when determining any sanction.

GS Plus will work with the Council to determine the sanction. The sanctions can range from:

- A verbal warning
- A written warning
- A final written warning
- A fixed term suspension from transport for up to 10 days
- The permanent withdrawal of transport

Parents will be responsible for organising alternative travel arrangements for the duration of a fixed term suspension or permanent withdrawal of transport. Royal Greenwich will provide an alternative mode of travel assistance during a suspension or withdrawal of transport, as per the Home to School Travel Assistance Policy.

5. What to do if you need to contact us

If you have a concern about your child or young person's transport, or your child or young person does not need transport on a given day:

Please contact GS Plus on **020-8921-8652** or **passenger.transport@gplus.org**

If your concern has not been appropriately addressed in a reasonable timeframe, you can make a formal complaint.

If you wish to request a change to a different mode of transport or have your travel assistance reviewed:

- Send a request to **SEND.TravelAssistance@royalgreenwich.gov.uk**.
- Allow 28 days for the request to be processed and in the interim be prepared to make alternative arrangements to ensure your child or young person gets to and from home and school.
- If approved, your child or young person may have a change of route, this will mean a change of driver/passenger assistant, and possibly pickup and drop off time. GS Plus transport office will contact you to make you aware of the new arrangements.

6. Contact details and further Information

Royal Borough of Greenwich Home to School Travel Assistance Policy

For more information on the Royal Borough of Greenwich's Travel Assistance Offer, please read our Home to School Travel Assistance Policy

Royal Borough of Greenwich SEND Assessment & Review Travel Assistance Team Contact Details:

Phone: **020 8921 8089**

Email: **SEND.TravelAssistance@royalgreenwich.gov.uk**

GS Plus Contact Details

Phone: **020 8921 8652**

Email: **passenger.transport@gplus.org**

