

# Travel Care & Support

## You Said ... We Did ...



The tables below present the key issues reported by stakeholders that are grouped into themes and will be incorporated into the service specification and performance framework.

### 1. Passenger & Travel Care

You said

*You asked for information about the child's support needs to be shared by the local authority with the service providers*

We did!

The current travel care plan will be shared by the local authority with the service providers in advance and kept up to date. We will review the process for creating these, and what they should include.

You said

*You wanted the individual needs of each child to be addressed by the operator and supported by operational staff.*

We did!

Pen portraits will be created by schools, parents and children for service providers to share with operational staff during induction. We are considering how these should be made; possibly during introductory meetings with staff?

Questions for providers:

- *how would you ensure our children and young people have a travel care and support experience that makes them feel valued, safe and secure?*
- *How will you understand the needs of our children and young people, parents and carers, and the school, and reflect these in the way in which you deliver services?*

You said

*You requested a formal hand over between the responsible adults at pick up and drop off locations at home and school*

We did!

A designated member of staff will be appointed by each school for a formal hand over in the morning and afternoon.

### 2. Communication & Relationships

You said

*You wanted to know when the transport service is running late to pick up and drop off children at home or school*

We did!

Parents will be contacted when there are 15 minute delays. We will also look into technology that could be used provide live updates on travel progress.



*You asked to be notified when there are any changes to staffing or vehicle so the child can be prepared beforehand*



The local authority will act as an intermediary and provide updates to parents and carers through an email and text messaging service (we will work out any operational issues with this service).



*You requested a point of contact for travel updates as well as ask questions and raise concerns about transport*

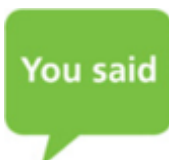


The Travel Care and support team will be the main point of contact between provider and parents. A mobile phone will be kept on each bus, through which the driver and assistant can be reached.

Questions for providers:

- *What is your approach to communications with children and young people, parents and carers, the school and the councils Travel Care and Support Team?*
- *How would you respond initially to any complaints, how would you feed back to the Travel Care and Support Team?*

### 3. Quality



*You wanted operational staff (Driver & Escort) to have specialist knowledge of children in their care*



training relevant to the child's needs will be provided to operational staff' facilitated by the council, with more detailed briefings given by school staff and parents.



*You asked for operational staff (Driver & Escort) to be aware of how to respond appropriately to potential safeguarding incidents*



Safeguarding and child protection training will be provided by the local authority safeguarding children board or equivalent.



*You requested that operational staff (Driver & Escort) follow reporting procedures when incidents occur*



Providers will have a protocol in place for notifying and updating the council on any formal or informal investigations. This will include having a log book to record incidents either on the bus or at the depot.

Questions for providers:

- *How would your organisation ensure that all drivers and escorts are aware of the high standards of service required and deliver this in a consistent and considerate manner from day 1?*
- *How would you ensure the customer is at the centre of the services you provide and that these are seen from their perspective? Please outline what you believe children and young people, parents and carers and the school will find important.*

## 4. Transport & safety

You said

*You wanted children to be kept safe when boarding and leaving the vehicle both at home and at school*

We did!

The transport provider will ensure curb side or off road pick up and drop off, parents and schools will ensure there is a responsible adult at both points.

You said

*You asked for children to be kept secure and comfortable when travelling, especially for extended periods*

We did!

The vehicles will be equipped with air conditioning heating, child locks activated where appropriate, as well as play resources for children.

You said

*You requested that the needs of all children are monitored and managed while travelling, especially in groups.*

We did!

The travel care plan will take into account any key risks, and will look at the group dynamics well as the individual. Full risk assessments will be carried out where appropriate. Fire evacuation policy and procedure is required.

Questions for providers:

- *How would you ensure you have appropriate vehicles from day 1 and throughout the course of the contract?*
- *How will you ensure you are flexible and responsive to any identified changes required in the vehicles based upon changing needs of service users?*
- *What is your approach to safeguarding, health and safety and data protection? How do you make sure children and young people have a travel*

## 5. Staffing & recruitment

You said

*You wanted to meet operational staff (Driver & Escort) before children begin travelling between home and school*

We did!

Induction events will be held between the provider and school so that teachers, parents and carers can meet drivers and escorts.

You said

*You requested that changes to operational staff (Driver & Escort) are kept to a minimum for consistency.*

We did!

A specified driver and escort will be attached to each vehicle and route, where possible these staff will serve for one school term on a given route, to prevent disruption and distress for children and to build longer term relationships.

You said

*You asked for the recruitment of operational (Driver & Escort) staff to become more child centred and service user focused.*

We did!

Clear roles and responsibilities will be set out for the operational staff. The use of scenarios in applications and stakeholder involvement in person specifications will enhance the recruitment process.

Questions for providers:

- *How would you develop the culture of your organisation, including staff attitude, beliefs and behaviours to support our vision for the delivery of travel care and support services?*
- *How would you ensure consistency and continuity of staff including at times of sickness?*
- *How would you ensure all drivers, passenger assistant and managers have the training as outlined in the specification?*

## 6. Timing & logistics

You said

*You asked for journeys to be kept to the minimum possible time and to use alternative routes when unexpected delays occur*

We did!

The escort and driver will consult the provider and local authority about alternative routes when there is traffic or roadworks; buses and taxis should have sat navs on board.

You said

*You wanted operational staff (Driver & Escort) to be fully aware of the route plan before the first journey begins*

We did!

The driver and escort will complete a practice run of the return journey, including timing of all pick up and drop off points, during the mobilisation period.

You said

*You requested the pick up and drop off time frames are agreed in advance and reflect the expected arrival time*

We did!

The window of time for pick up and drop off will be confirmed between the TCST and the provider, and then communicated to parents (in advance, where possible).

Questions for providers:

- *How would your organisation ensure the timeliness of delivery of services, taking into account where in London your depot is based?*