



Travel Co-ordination Team

This leaflet tells you what you can expect from the method of travel assistance you are provided with. It also tells you what you can do to help us ensure you get the best service possible

Travel Co-ordination Team opening hours- 08:00am- 5:00pm

**Telephone- 020 8314 2142
Email- tct@lewisham.gov.uk
Fax- 020 8690 6083**

As a provider of Travel Assistance our aims are to:

- ◆ Offer you a high quality, reliable and safe service.
- ◆ Aim to arrange travel assistance within 5 working days of receipt of referral from Children and Young People and/or Community Services.
- ◆ Give impartial advice about different modes of travel assistance.
- ◆ Identify the most appropriate method of travel assistance to suit an individual's needs
- ◆ Treat each request equally and fairly in accordance with the Councils Equal Opportunities Policies.
- ◆ Provide an effective and efficient use of resources.
- ◆ Ensure that all service providers are in compliance with Road Traffic and Health & Safety Regulations and that **all** staff are CRB checked.
- ◆ Ensure providers use safe and clean vehicles.
- ◆ Strive to keep journey times to a reasonable length and regularly monitor the punctuality of service providers.
- ◆ Work closely with parents/carers and schools to develop independent travel skills.
- ◆ Deal with enquiries and complaints fully and promptly.
- ◆ Adhere to the Data Protection Act. Any information you give us will be used only for the purposes of providing travel assistance.

What you can do to assist us

- ◆ All customers must be prepared and ready to leave the house when transport arrives. Delays to transport caused by customers not being ready on time causes a knock on effect for all other customers and possible late arrival to their destination.
- ◆ We expect all customers to behave in an acceptable manner on journeys to and from their destination. Failure to do so may lead to travel assistance being altered, suspended or withdrawn due to Health and Safety implications.
- ◆ Parents/carers must make every effort to be at the set-down point to meet the customer at the end of the day. Parents/carers should contact us if they are aware that they will be delayed. Failure to be at the set down point will be recorded and travel assistance may be altered, suspended or withdrawn as a consequence.
- ◆ Provide up to date and accurate emergency contact details including an emergency address within Lewisham Borough.
- ◆ Inform a member of Travel Co-ordination Team staff immediately of any changes to contact number(s), addresses, destination (change of school/centre etc).
- ◆ To promptly notify Travel Co-ordination staff of any change to the usual arrangements such as illness.
- ◆ We require 24 hours notice of any amendments to existing arrangements (except in emergencies) and all changes need to be made with Travel Co-ordination, and **NOT** with individual drivers/attendants or establishment staff.
- ◆ Provide us with as much information about your (or the person you care for) needs and requirements for travel, including medical and mobility needs. This will enable us to provide the most appropriate service. Please keep Travel Co-ordination informed of any changes in need that may affect Travel Assistance.
- ◆ Do not eat, drink or smoke whilst travelling on any Lewisham provided vehicle
- ◆ Seat belts must be worn at all times whilst travelling and customers must remain in their seats for the duration of the journey.

For our customers who travel in a wheelchair, please:

- Ensure your wheelchair is in good repair and that tyres are always fully inflated, brakes are effective, a posture belt is fitted and used and that footrests are fitted and used.

We look forward to assisting you in the future