

# Family Escort Service

**SSAFA Forces Help - a brief introduction to the assistance we provide and people we help**

**The Family Escort Service can help Service families when travelling to, from and within the UK with children and luggage appears daunting.**

## **SSAFA FORCES HELP FAMILY ESCORT SERVICE**

If you are travelling to the UK and think you'll need a hand when you arrive, the SSAFA Forces Help Family Escort Service may be just what you're looking for. The service is co-ordinated from SSAFA Forces Help Central Office in London and details of how to request assistance can be found at the end of this leaflet. The airlines can provide assistance within the airport and if required, the 'meet and assist' service should be requested when booking flights or when checking in. If you feel you need more, we may be able to help.

## **WHO CAN USE THE SERVICE?**

The service is provided for Service families and their dependants who are travelling to, from and within the UK. It is intended to help if you have compassionate needs or are travelling with young children and luggage and would find negotiating public transport systems difficult. We do not provide a service for children travelling to and from school.

## **WHO ARE THE SSAFA FORCES HELP FAMILY ESCORTS?**

The Family Escorts are volunteers. They give their time freely and when appropriate use their own cars. They are from SSAFA Forces Help Branches throughout the UK and SSAFA Forces Help Community Volunteers.

## **WHERE DOES THE FAMILY ESCORT MEET ME?**

The service is nation-wide and the Family Escort will meet you from wherever necessary. This will usually be from airports, mainline stations and from the ferry.

## **WHAT ARE THE FEES?**

The service will normally be free, but please check first. Please remember to have enough English money with you to cover your journey.

## **WHEN DO I BOOK THE SERVICE?**

The more notice you can give, the more flexibility it gives us to match a Family Escort to your particular needs. Ideally, at least 2-3 weeks notice is preferred but we always try our best to help with short notice arrangements.

**“I was very relieved when the family escort arrived as she knew exactly what to do and where to go. I had spent two years in Germany and had never been to London I would have been lost without the Family Escort Service.”**

#### **WHAT INFORMATION DO WE NEED FROM YOU?**

- Travel details - dates, times, flight numbers, destinations, onward travel plans from your arrival point
- Names and the number in your family including children's ages
- Amount of luggage (please bear in mind that the escorts are not 'muscle men!' and if they use their own cars these may be small)
- Any special requirements you feel we should know about
- Where possible a mobile phone number
- Please ensure you advise the Co-ordinator immediately if there are any changes in your travel arrangements or if you know you will be delayed.

#### **WHAT INFORMATION THE CO-ORDINATOR WILL GIVE YOU:**

- The name of the escort volunteer
- How the escort will identify themselves
- Onward travel plans e.g. coach arrangements
- If overnight accommodation is necessary

Experience has shown that families arriving on late afternoon flights and making long onward journeys may have some difficulty in making train connections. It is occasionally necessary to find overnight accommodation for families in this situation and you will need to establish who will meet the cost for this.

#### **HOW DO I BOOK THE SERVICE?**

Contact any of the following:

- Your local SSAFA Forces Help Social Work Service Representative
- The Family Escort Service Co-ordinator at

SSAFA Forces Help Central Office  
19 Queen Elizabeth Street  
LONDON SE1 2LP

Tel: (UK) 020 7463 9249 or 020 7403 8783

- British Forces Social Work Service Germany  
HQ UKSC(G)  
JHQ  
BFPO 140

Tel Mil: 72 4751 Civ: 02161 472 4751 Germany only



**The Soldiers, Sailors, Airmen and Families Association - Forces Help**

The national charity helping serving and ex-Service men, women and their families, in need.

19 Queen Elizabeth Street  
London SE1 2LP  
T 020 7403 8783  
F 020 7403 8815  
E [info@ssafa.org.uk](mailto:info@ssafa.org.uk)  
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