

How we will assess your application

The new proposed process

Step 1: Submit a request online

As normal, you'll need to complete a request for travel assistance online. We're proposing to **only ask a few questions** so we have enough information to get in touch with you or the person you are applying on behalf of.



Step 2: We'll review the request

We'll review your request for support and check over the information you've supplied us.

Sometimes, we can make an immediate decision after a quick review of the request, but most of the time we'll need to discuss things further.



Step 3: We'll contact you

If we need more information, we'll contact you or the person you are applying on behalf of for more information about the student, family life and others who are involved in the student's life. We're proposing to do this so we can make our service more personalised and to make sure the decision we come to is the right one.



We may visit you so we can speak to you, your child and others in the family so we can better understand the young person's strengths, abilities and the challenges they may face in daily life. We'll be looking to problem solve with you and we'll always be looking at how we can support the young person to develop or build on their independence skills.



Step 4: We'll discuss a solution with you

After we've gathered the information and understand more about the young person and the family, we'll discuss a solution, or a number of solutions, with you. We may discuss this solution with others involved in the student's life as well, such as their school, college or case officer.

Step 5: We'll get agreement on the solution

In some cases, particularly if the solution will include you getting support from us, we'll need to get agreement on the solution.



Step 6: We'll confirm the arrangements with you

If we will be providing a service to you, we'll confirm these arrangements in writing by email to the parent/guardian of the student.

If we won't be providing you a service, we'll also confirm this to you in an email, which will clearly set out the reasons why we won't be providing any support.



Step 7: You'll need to confirm to us

If you will be getting a service from us, we'll need you to confirm to us that you've read the email we've sent you. We may ask you for some additional information at this stage, such as information about who we should contact in an emergency and details about any allergies the young person may have.

