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| London Borough Of Havering |
| Home to School Transport Policy and Protocol |
| Travel assistance policy for children of compulsory school age |

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| Jodie Gutteridge /Paul Young  6/7/2023 |

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## Equality & Health Impact Assessment record

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| **1** | **Title of activity** | *Home to School Transport policy and protocol* | | |
| **2** | **Type of activity** | *Policy* | | |
| **3** | **Scope of activity** | This policy outlines the support and assistance available for children and young people travelling between home and school/college. Support and guidance may be provided by the council based on the different [eligibility criteria](#_Applicability), which is dependent on the age of the student. The policy confirms the Personal Transport Budget option as the Council’s preferred method offered. | | |
| **4a** | **Are you changing, introducing a new, or removing a service, policy, strategy or function?** | Yes ~~/ No~~ | If the answer to any of these questions is **‘YES’**,  please continue to question **5**. | If the answer to all of the questions (4a, 4b & 4c) is **‘NO’**, please go to question **6**. |
| **4b** | **Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?** | Yes ~~/ No~~ |
| **4c** | **Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people’s health and wellbeing?** | Yes ~~/ No~~ |
| **5** | **If you answered YES:** | **Please complete the EqHIA in Section 2 of this document.** Please see Appendix 1 for Guidance. | | |
| **6** | **If you answered NO: (***Please provide a clear and robust explanation on why your activity does not require an EqHIA. This is essential in case the activity is challenged under the Equality Act 2010.)*  *Please keep this checklist for your audit trail.* |  | | |

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| **Date** | **Completed by** | **Review date** |
| **11/09/2023** | **Jodie Gutteridge** | **Following Public Consultation** |

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# Introduction

Most children and young people will access school/college supported by their family /carer without additional assistance from the Council. Where assistance is given, it should be part of a plan that encourages children and young people to become more independent and resilient in their future lives, while encouraging sustainable forms of travel, including walking, cycling, scooting and the use of public transport.

## Purpose

All Local Authorities are under a duty to have regard to the Education Act 1996 and statutory guidance from the Department for Education when carrying out their duties in relation to:

* arrangements for home to school travel for children of compulsory school age
* promotion of sustainable home to school travel and transport for children of compulsory school age, young people of sixth form age and young people aged 19 to 25 for whom an Education, Health and Care plan (EHCP) is maintained.

## Policy summary

There are five main elements to the duty which local authorities must undertake:

1. An assessment of the travel and transport needs of children and young people within the authority’s area;
2. An audit of the sustainable travel and transport infrastructure within the authority’s area that may be used when travelling to and from, or between schools/institutions;
3. A strategy to develop the sustainable travel and transport infrastructure within the authority so that the travel and transport needs of children and young people are best catered for;
4. The promotion of sustainable travel and transport modes on the journey to, from, and between schools and other institutions; and

The Education Act defines sustainable modes of travel as those that the local authority considers may improve the physical well-being of those who use them, the environmental well-being of all or part of the local authority’s area or a combination of the two.

## Scope

This policy outlines the support and assistance available for children and young people travelling between home and school/college. Support and guidance may be provided by the council based on the different [eligibility criteria,](#_Eligible_Children) which is dependent on the age of the student.

## Timescales

This policy is applicable for 3 years but will be reviewed annually to ensure compliance with any new legislation.

Where travel assistance is provided, this will be given for the length of time stated in the confirmation notice, not for the length of this policy. If assistance is required for longer than one academic year, a renewal form will need to be submitted in advance of the start of the next academic year.

The Council has the right to withdraw assistance or change the type of assistance required at any point during the length of time stated in the confirmation notice if needs and circumstances are found to have changed.

## Aims, objectives and outcomes

This policy is underpinned by the following general principles:

* It is the parent/guardian’s responsibility to ensure that their children attend school
* Students will be generally expected to be accompanied by a parent/guardian where necessary, unless there is a good reason why it is not reasonable to expect the parent/guardian to do so
* All travel options will be explored for each student and any assistance offered will look at what is efficient and effective, both in terms of sustainability and cost
  + where travel assistance is provided, the most cost-effective mode of transport that meets the individual’s needs will always be used
* Communities will be encouraged to work together and support each other, and parents/guardians will be encouraged to work with relatives, friends, parents at the same school as their children, neighbours, childminders and others to support them with transporting their children to school where possible and appropriate
* The use of free travel on public transport will be encouraged wherever possible
* Students who are able to travel independently will be encouraged to do so
* Students who have additional travel needs will be offered the most independent and personally enabling solution for their situation
* The travel needs of students will be reviewed regularly to ensure the arrangements are still appropriate for their assessed needs
* Flexibility in the use of Council provision to enable students to get to school will be encouraged, including arranging a mixture of support from families and the Council

# Policy Detail

Sections 508B and 508C of the Education Act makes provision for local authorities to ensure that suitable travel arrangements are made, where necessary, to facilitate a child’s attendance at school. These provisions are for home to school travel arrangements only, and do not relate to travel between educational institutions during the school day.

**Please note** that this policy can cover children and families, who are eligible for home to school travel arrangements, to be exempt from some other council run schemes, including but not limited to “The school streets scheme”. The exemption will be agreed on a case-by-case basis, depending on location.

## Eligible Children

Section 508B of the Education Act also places a duty on Local Authorities to make travel arrangements, as they consider necessary, to facilitate attendance at school for eligible children. For the purpose of this policy, Havering eligible children, for whom free travel arrangements will be provided for by the Council, are outlined as **children of compulsory school age (5-16)**. In most cases eligible children will qualify for free travel arrangements if they fall within all the criteria below.

* if their nearest suitable school is:
  + Beyond 2 miles (if below the age of 8); or
  + Beyond 3 miles (if aged between 8-16)
* The child is unable to walk to school because of their mobility problems, or associated health and safety issues related to their special educational needs or disability
* The child is unable to walk to the nearest suitable school because the nature of the route is deemed unsafe to walk
* The child is entitled to free school meals (parents are in receipt of maximum working tax credits) and their nearest suitable school is:
  + Beyond 2 miles (for children over the age of 8 and under 11)
  + Between 2-6 miles (if aged 11-16)
  + Between 2 and 15 (if the nearest school is preferred on the ground of religion or belief (aged 11-16))

However, there may be some occasions where the child does not meet all the criteria but may otherwise be considered for free travel. This will be at the discretion of the approving panel and will be made on a case-by-case basis.

The Council does not have a statutory duty to provide free travel assistance to students with special educational needs and disabilities aged over 16. However, Havering Council does offer free support to those over the age of 16 if they are assessed as requiring assistance to attend their place of education.

Students aged over the age of 19 and in receipt of an Education, Health and Care Plan (EHCP) are generally expected to access what is offered by Transport for London (TfL) to attend their place of education or training. For support above and beyond what is available from Transport for London, travel assistance may be offered for students aged 19-25 and in receipt of an EHCP who started their course before their 19th birthday. Each application made in this category, will be considered on the individual’s circumstances to assess the need for support to facilitate attendance at their place of education/training.

## How your application will be assessed

Following the submission of an application, an assessment may be undertaken by or on behalf of the Council. Any assessment conducted can take place via the telephone and/or face to face. Please note that typically, face-to-face assessments are to be undertaken in the family home.

Before providing travel assistance, the appropriate mode of support is assessed based on the application. In the majority of cases, a Personal Transport budget (PTB) will be the main source of travel assistance provided. However, there are a few exceptions where this will not be the case, and this will be identified as part of the process, using the below information:

1. Whether it is reasonable to expect the student to travel the route on public transport, independently or accompanied by a parent/guardian
   1. this will consider a range of factors, such as the student’s needs, the length of the journey and complexity of the journey
2. Whether the student can be / should be accompanied on their travel to school and whether the parent/guardian can reasonably be expected to accompany the student
3. The student’s alternative travel options available and the ability to access these safely
4. The access to a vehicle and ability to drive by a parent/guardian
5. The local and community support available to parents/guardians, including friends and relatives, and access to breakfast and after school clubs, and whether these have been exhausted first
6. The possession of a blue badge for the student or parent/guardian
7. The access to and use of a Motability vehicle which has been provided for the benefit of the student (see [Appendix 1](#_Appendix_1:_Assistance) for details)
8. The benefit of the student receiving travel training, and any past travel training assessments / recommendations undertaken
9. Whether the student has a free or discounted travel card from Transport for London (TfL)
10. Whether the student has a Freedom Pass on the grounds of their disability
11. The view of an EHCP, if the student has one
12. The view of other professionals where appropriate i.e., the student’s case worker, social worker, school, college, health professional etc.
13. Whether the school placement was made on parental / guardian preference and there is another suitable qualifying school located closer or via a safer route to the home address, which should be clearly noted on the EHCP
14. The most efficient use of the Council’s resources and public money

All applications are discussed at a multi-team panel. Those successful applications are then passed over to the Home to School (HTS) Transport Administration Team, where a PTB Assessor will begin discussions with the family. All discussions will look at the families’ current situation and open a dialogue with the family on creative options to support the child getting to school. All options will be costed up by the PTB Assessor and once potential travel options have been identified these will be presented back to the family for a final decision based on the options which best suit their needs.

Once the agreement has been reached the PTB Assessor will ensure all documentation required is completed and payments have been set up. It will then be down to the family to ensure the agreed option is put into place.

## Relevant supporting evidence

To qualify for assisted transport, the application should provide relevant medical supporting evidence. Examples of what will be accepted include:

* Copies of any medical letters or reports, which relate to the student’s condition, which must be dated within the last two years.
  + Documents must confirm that the person has a permanent or temporary substantial impairment which causes inability to walk or considerable difficulty walking.
  + GP practice receptions should be able to provide any duplicate documentation or patient summaries if required
* Copies of medical history documents no more than two years’ old
* Social services assessment / correspondence
* DWP entitlement letter (dated within the last 12 months)
  + showing High-Rate Mobility Component of Disability Living Allowance
  + showing receipt of 8 points or more under the ‘moving around’ activity of the mobility component of Personal Independence Payment (PIP)
* Armed Forces Compensation letter 1-8 tariff (dated within the last 12 months)
* Certificate of Vision Impairment (CVI or a BD8 form) where applicants are severely sight impaired

Please note, GPs should not be asked for specific information with regards to mobility and an appointment **should not** be made solely for the purpose of obtaining letters / reports for an application. The application should however be able to provide existing documentation in line with routine medical appointments.

The following documentations will **not** be accepted:

* Copy of any prescriptions
* Any appointment cards or letters
* Copies of any medical history documents which are more than two years’ old
* Personal statements
* Copies of any X-ray

If a parent / carer is applying under discretionary circumstances or applying for a certain mode of travel assistance due to work commitments, then the Council may request evidence of working hours or copies of the employer’s flexible working policy.

Failure to submit evidence as requested, or failure to submit evidence which does not support the case, will lead to travel assistance not being provided.

## Changes to circumstances

Parents / guardians have a responsibility to report any changes in circumstances, however small, during the academic year that may impact on their eligibility for continued travel assistance. Changes reported may lead to a re-assessment of the student’s application considering the amendments. Please note that these changes may also lead to the offer of support being withdrawn or amended.

Changes that should be reported include, but are not limited to:

* Student’s needs and ability to travel independently or with supervision
* Changes in the student’s home address
* Changes in the school / college attended

## Investigations of fraudulent information

In accordance with this policy, support will be provided based on the information supplied in the application. If any of the information provided is suspected of being false, misleading or fails to notify the council in any changes to circumstances, the council reserves the right to investigate these matters further. The outcomes of any investigation could result in:

* No further action required where it has found no fraudulent activity
* The possibility of travel assistance being revoked if any information provided was found to be false or misleading
* The possibility to refer the matter to the police or take its own criminal or civil action if there is sufficient evidence to base a charge of fraud.

## Discretionary

The Council has discretion to grant travel assistance even though it falls outside of the normal policy and will do so in exceptional circumstances. Reasons for such decisions will be recorded and reviewed as required.

#### Appeals / Complaints

Should a parent / carer feel dissatisfied, following the outcome of an application, they have the right to request an appeal to the council. The council operates a two-stage appeal process, which can be found in [Appendix 2](#_Appendix_2_–). If, however, they are unhappy with the way the application has been handled, they could make a formal complaint through the Councils complaint process as outlined in [Appendix 2](#_Appendix_2_–).

Please note that making a complaint, will not lead to the decision being reviewed, it will however consider whether the correct process and policy was applied.

## Applicability

Travel assistance will be provided for the stated time and will be given for no longer than one academic year. Travel assistance provided for one academic year will not be a guarantee of assistance being provided in future years, and each application will be reviewed on its own merits against the annual academic years’ policy.

The eligibility criteria and the type of travel assistance that may be offered, will differ depending on the age of the student, as set out below.

**Students in full time education under the age of 5**

Students under the age of 5 are generally expected to be accompanied by a parent or guardian to attend their place of education. Each application made in this category will be considered on its own individual circumstances to assess the need for support to facilitate attendance at their place of education.

**Students in full time education aged 5-16**

As part of the TfL service, all students aged 5-10 can travel free and students aged 11-16 can travel for free on buses and the DLR and a discounted rate on trains with a [Zip Oyster photocard](https://tfl.gov.uk/fares/free-and-discounted-travel/5-10-zip-oyster-photocard?intcmp=55572), up until they finish education.

For support above and beyond what is available for free from TfL, the Council may provide further travel assistance.

Students aged 5-16 may be eligible for travel assistance from the council due to the following:

1. The impact of the student’s special educational needs and disabilities on their ability to travel safely, independently or with supervision
2. If the student has temporary medical or mobility needs which mean they cannot reasonably be expected to travel safely, independently or with supervision to school, and there is relevant supporting medical evidence
3. If the student has long-term medical or mobility needs which mean they cannot reasonably be expected to walk to school, and there is relevant supporting medical evidence
4. If the distance between the school and the home exceeds the [statutory](https://www.gov.uk/government/publications/home-to-school-travel-and-transport-guidance) walking distance for a student that age and no suitable arrangement can be a made for a school closer to home
5. If the family is on low income and the distance between the school and the home exceeds the statutory walking distances
6. The assessed safety and nature of the route between the school and the home and the alternative routes available
7. Parent / guardian medical or mobility needs which mean they cannot reasonably be expected to transport the student to school, when the student cannot transport themselves, with relevant supporting medical evidence

There may be circumstances where a combination of the above support is offered.

**Students aged 16-18, or those aged 19-25 who started their course before their 19th birthday - Eligibility criteria**

Students aged over the age of 16 are generally expected to access what is offered by Transport for London to attend their place of education or training.

Before starting their programme of study / work-based learning, the young person should obtain the appropriate [Oyster card](https://tfl.gov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard?intcmp=55578). It is the young person’s responsibility to ensure that they meet the requirements set by TfL for retaining an Oyster card.

Where travel assistance is provided by the council, this will be given for the length of time stated in the confirmation notice and will be given for no longer than one academic year.

The Council has the right to withdraw assistance or change the type of assistance required during this period if needs and circumstances are found to have changed.

### Exclusions

There are circumstances where travel assistance **will not be offered**, these include, but are not limited to:

* If the school placement was made on parental / guardian preference (which will need to be clearly stated on the EHCP) and there is a suitable school nearer to the home address – parents / guardians are responsible for making their own arrangements to these places of education
* If the student has applied for and receives another form of travel assistance, i.e., a travel card or Freedom Pass on the grounds of their age or disability – it is expected that this would also be used for travelling to and from school. However, if additional support is required, exceptional reasons will need to be demonstrated to justify any additional assistance requested from the council
* If parent / guardian work commitments or childcare arrangements conflict with a child’s travel to and from school. The Council may take individual family work commitments, childcare arrangements, caring responsibilities and / or inconveniences to a parent / guardian into account, but only if there is a good reason to do so and appropriate evidence can be provided. It is unlikely that travel assistance or a certain mode of travel assistance will solely be offered due to these reasons

Occasionally there may be times where travel assistance **will not be provided** by the council, including but not limited to:

* If a school sends a student home for any reason, parents / guardians are responsible for making their own arrangements for this
* Any travel assistance between educational institutions or other places during or after the school day, excluding before / after school clubs

# Ownership and authorisation

This policy has been written on behalf of the Assistant Director of Education and has been approved by Cabinet.

# Related documents

This policy was written in conjunction with the Department for Education “[home to school travel and transport guidance](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/575323/Home_to_school_travel_and_transport_guidance.pdf)” and should be read in conjunction with the Havering travel principles.

Please also visit the [Havering School Streets](https://www.havering.gov.uk/info/20004/parking/121/parking_tickets_and_traffic_fines/5) page on the website for more information on this scheme.

# Monitoring and review

This Policy is in regard to the academic year 2025/26 and will be implemented on the 1st September 2025. However, the policy will go live on the Councils website in March 2024 ready for new applicants to view before they apply for a place at any new school.

Where a child changes school during the academic year then this new policy will come into force as the most recent and current policy on transport arrangements.

Where travel assistance is provided, the type of assistance accessed will be reviewed continuously.

For students with an EHCP, a review of travel arrangements will be undertaken in line with their annual reviews of their plan.

Changes identified in a student’s needs or circumstances may lead to changes in the type of assistance provided or the discontinuing of assistance during the academic year.

In rare cases where transport arrangement is cancelled due to unforeseen circumstances, the council may provide parents / guardians with the option to claim for personal transport budget for the affected day(s). This claim would consider the cost of alternative arrangement that parents / guardians must make to ensure that their child attend school.

This Policy will be reviewed annually to ensure it is still in line with the current legislation and to ensure that Havering’s offer is still suitable for the Councils’ and student’s needs.

# Appendix 1: Assistance provided by the council and other bodies

## 

## Council Assistance available

### Types of assistance for 5-16 year olds

As part of the TfL service, students can travel for free or at a discounted fare on buses and trains, up until they finish education.

For support above and beyond what is available from TfL, there are different types of travel assistance that may be offered to those aged 5-16 who need support, depending on their needs, including:

* [Personal Transport Budget](#_Personal_Transport_Budget_1) (PTB) for an identified person to perform a maximum of four journeys per day
* A free space on the [travel training programme](#_Travel_training_programme) to build confidence travelling and gain the skills required to do so independently, or with support

In exceptional circumstances, students may be offered:

* A seat on a bus with pick up at a designated meeting point
* A seat on a bus with pick up outside of the dwelling

### Types of support for 16-18 year olds, or those aged 19-25 who started their course before their 19th birthday

TfL service provides lots of discounted programmes for those students in education including:

* The Apprentice Oyster card, which gives a 30% discount on bus, trams, tubes, DLR, London Overground and national rail travel season tickets
* 18+ Student Oyster photo cards - are available to young people who are aged 18 and over, and who are attending a full-time course at colleges, schools and universities registered on the TfL 18+ Student Oyster card scheme. The photocard gives a 30% discount on bus, tram, tube, DLR London Overground and national rail travel card season tickets
* Freedom Pass for those with disabilities – are available for those students who have a qualifying disability. The student can travel for free or get a discount on buses, trams, tubes, DLR, overground and TfL Rail after 9:30 on weekdays

For support above and beyond what is available from TfL, there are different types of travel assistance that may firstly be offered to those aged 16-18, or over 19 if they started their course before their 19th birthday, who need support, depending on their needs, including:

* Personal Transport Budget for those identified students
* A free space on the travel training programme to build confidence travelling and gain the skills required to do so independently, or with support
* Support and signposting to access bursaries or other forms of support available (See below)

In exceptional circumstances, students may be offered:

* A seat on a bus with pick up at a designated meeting point
* A seat on a bus with pick up outside of the dwelling

### Personal Transport Budget (PTB)

In the first instance where a parent / guardian, or an identified person, has been approved for travel assistance, the council will offer a Personal Transport Budget.

The Personal Transport Budget is not prescriptive, and is intended to open up a creative dialogue to find innovative solutions to support young people to get to and from school. There are no predetermined values of a personal transport budget as it is unique to the child and family circumstances. Havering pays mileage in line with [HMRC](https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances). Instead we look to foster a collaborative and dynamic approach to the current challenges both our families and the council are facing by working with our families.

The Personal Transport Budget will be paid, on a monthly basis in advance based on a child attending the total number of school days even when the student has to leave school early for any reason, however will only be paid for the days the child is in school. The Council will collect proof of the student’s attendance at school / college before making the next month’s payments as adjustments may be made based on previous months attendance.

Personal Transport Budget **can** be used for any non-Council provided transport service. There are several ways that Personal Transport Budget could be used, including, but not limited to:

* Pay for fuel and / or the cost of running a family vehicle that is used to transport a student to and from school
* Pay towards the cost of leasing a family vehicle to enable the parents to take their child to school themselves
* Pay towards the cost of booking or sharing a taxi with other students
* Pay for another person to:
  + take or transport the student
  + take a sibling to school to free a parent / guardian up to transport the student
* Pay for childcare or towards the cost of breakfast or after school clubs for siblings, allowing the parent / guardian to transport the student
* Pay towards the cost of travel passes for other children in the home so that they can travel to and from school, allowing the parent / guardian to transport the student
* Pay for a travel pass for the student
* Join up transport options with other parents (e.g. car share), thereby encouraging a sense of community.

**Conditions for using Personal Transport Budget**

Parents / guardians are responsible for any private arrangements they put in place, to ensure that their children attend school. Therefore, parents / guardians must comply with all relevant regulations and laws regarding Employment Law, Health and Safety regulations, Taxation laws, or any other legislation relevant to their personal circumstances. It is good practice for parents / guardians to undertake appropriate safeguarding checks such as ensuring that the person employed as part of making a private transport arrangement have a current Disclosure and Barring Services (DBS) certificates or arrange for those checks if the person employed does not have one.

In situations where parents / guardians choose to use Personal Transport Budget to enter into a contractual agreement with organisations e.g., breakfast clubs, or individuals, parents / guardians would be responsible for compliance with the terms and conditions of such contracts.

Personal Transport Budget can only be used for home to school private travel arrangements. Personal Transport Budget cannot be used for any other purposes that does not support school attendance of the student.

### Travel Training Programme

The Council’s travel training programme helps young people with special educational needs, disabilities or additional needs for those secondary school age students to develop road and personal safety skills to enable them to make the journey to their place of education independently.

The travel training programme can support with any mode of transport; including bus, train, tube, walking, cycling or a combination of different types of transport. It is designed to create long-term sustainable positive effects which can support young people now, in the future and through their transition into adulthood when travelling, which can include improved:

* social interaction and communication skills
* life skills
* self-esteem
* management of fears and anxieties
* responsibility
* road safety awareness
* time management
* coping strategies

If a student is referred to the travel training programme by the Council, the service will meet with the student and their family to develop a personalised travel plan which takes the student’s needs into account. The student will then have a Travel Trainer allocated to them who will accompany them on their journey and support them to develop the skills and coping strategies they need.

In order to identify those suitable for personalised travel training, the Council may arrange mobility assessments at the following stages:

* + On receipt of any new applications for assistance in getting to school or college
  + At the end of key stages 1 and 2 and at key stage 3 (approximately age 14), if already receiving travel assistance from the council
  + Annually for those in further education establishments and already receiving travel assistance from the council.

The Council’s aim is to provide increased freedom and improved quality of life to Havering’s children and young people, while enabling students to demonstrate an increase in self-confidence through successful travel training, which in turn will help with any future employment.

### Transport Operation Arrangements

Where travel assistance is provided in the form of a seat on a vehicle to transport the child to and from school or college, the operational arrangements are made between the Council’s Travel Commissioning Unit (TCU) and the Council’s Passenger Transport Services (PTS).

Pickup and drop-off times are arranged so that journey times are minimised and cannot be varied to suit individual parents / guardians. Any changes to arrangements will be made as and when deemed necessary by PTS for the efficient running of the service.

TCU is unable to accommodate parental preference for a particular form of transport or contractor, and the drivers / welfare escorts are not authorised to make any informal arrangements with parents with regards to routes, timings or collection / drop-off addresses.

A designated meeting point will be agreed with all parents / guardians to ensure the smooth running of any arrangements. Part of that agreement will be to ensure that all parents / guardians:

* + Provide up-to-date contact details to the Council so officers can advise of any delays or problems
  + Guarantee that the student is ready to be picked up at the arranged time and place
  + Will be available to collect the student at the arranged time and place at the end of the school day
  + Telephones PTS as soon as possible if the student is not attending school for any reason

## Alternative assistance available

### National Railcard discounts

There are different railcards that suits different ages and needs which provides 1/3 discount on

off-peak pay as you go travel, usually **after 09:30am**. More information and how to apply can be found on the TfL website: [National Railcard discounts - Transport for London (tfl.gov.uk)](https://tfl.gov.uk/fares/free-and-discounted-travel/national-railcard-discount?intcmp=54723)

### 16-19 Bursary Fund

There is a Bursary fund available to help with education-related costs if student’s are aged 16 to 19 and are:

* studying at a publicly funded school or college in England - not a university
* on a training course, including unpaid work experience

A publicly funded school is one that does not charge students to attend it.

Students aged 19 and over could also get a bursary if either they:

* are continuing on a course started when aged 16 to 18 (known as being a ’19+ continuer’)
* have an Education, Health and Care Plan (EHCP)

For further information on the 16-19 Bursary Fund visit: [www.gov.uk/1619-bursary-fund .](http://www.gov.uk/1619-bursary-fund)

### Disability assistance

Students may be able to apply for a Disabled Persons Freedom Pass if the following criteria is met:

* Their sole or principal residence must be in the London Borough of Havering
* Their disability must be permanent, have lasted at least 12 months (or be likely to last at least 12 months) and have a substantial effect on your ability to carry out normal day-to-day activities.
* They must meet at least one of the seven eligibility criteria:
  + Blind or partially sighted
  + Severely or profoundly deaf
  + Is without speech
  + Has a disability or has suffered an injury which has a substantial and long-term adverse effect on your ability to walk
  + Does not have arms or has long-term loss of the use of both arms
  + Has a learning disability
  + Would be refused a driving licence other than on the grounds of persistent misuse of drugs or alcohol civil action.
* They must not already be old enough to qualify for the [Older Persons Freedom Pass](https://www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass/eligibility)

Please note that the Council do not offer Freedom Passes to carers or travel companions. The council does not issue Freedom Passes based on financial hardship.

### Discretionary Learner Support

For those students aged 19 or over, and undertaking a further education course and facing financial hardship, a Discretionary Learner Support (DLS) fund could be applied for, which could help pay for things needed to attend the course including travel costs and equipment.

The support must be applied for directly through the learning provider (e.g. colleges directly). How much received will depend on the applicant’s circumstances.

For more information visit [www.gov.uk/learner-support](http://www.gov.uk/learner-support)

### Residential Support Scheme

The Residential Support Scheme is for young persons aged 16-18. If the programme of study being followed is not available locally and is more than 15 miles from the home, or more than two hours return journey away, the young person can apply for help with the cost of term-time accommodation.

How much assistance the young person receives will depend on household income and where the education provider is based.

For further information on the Residential Support Scheme, including eligibility criteria, visit: <http://www.gov.uk/residential-support-scheme>

### TfL Travel Mentoring

TfL offers free travel mentoring to support people using public transport so they can gain confidence to become independent travellers. They offer service such as advice on planning a journey using an accessible route and mentors to accompany travellers to practice the journeys a few times.

Mentoring can be provided Monday to Friday from 09:00 to 17:00. To find out more please contact:   
**Phone**: 020 354 4361 (TfL call charge applies);   
**Email**: [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk)

### Motability vehicles

If the student / carer is receiving the enhanced rate of the mobility component of a personal independence payment (PIP) or the higher rate mobility component of disability living allowance (DLA), it may be possible to exchange the qualifying mobility allowance for a new car, wheelchair accessible vehicle, scooter or powered wheelchair under the Motability Scheme. More information is available on their website [www.motability.co.uk](http://www.motability.co.uk/)

The terms and conditions of leasing a vehicle through the Motability Scheme include that the car must be used by, or for the benefit of, the disabled person. This does not mean that the disabled person needs to be in the car for every journey.

In practice, this means other named drivers in the household can use the car for shopping and other routine activities, as long as the disabled person is benefiting from the use of the vehicle and is not being denied access of the vehicle if they need it during this time.

If the Council becomes aware of misuse of a Motability vehicle, including if the vehicle is not being used for the benefit of the disabled person, the Council reserves the right to report any concerns regarding misuse to the Motability Scheme to investigate.

## Additional guidance

Additional travel assistance information is available on the Havering website at: [www.havering.gov.uk/schooltravelassistance](http://www.havering.gov.uk/schooltravelassistance), alternatively if you would like more information on:

1. Applying for or renewing a Blue Badge
2. A Disabled Freedom Pass
3. Applying for a Disabled Persons Railcard
4. Applying for a taxi discount card
5. Passenger transport:

You can find this on our “help with travel” pages on our website <https://www.havering.gov.uk/info/20027/travel/125/help_with_travel>

# Appendix 2 – Appeals and Complaint process

**Appeals**

**Stage 1 – Review of decision**

The request for a review can be made either

* online at [www.havering.gov.uk/schooltravelassistance](http://www.havering.gov.uk/schooltravelassistance)
* or verbally via a telephone call on 01708 434785

All requests must be made within 20 working days of the original notification of a decision. The request must include the reasons for the review and any additional information that is felt not to have been considered when the decision was made.

Following the councils review, the outcome will be confirmed, in writing, within 20 working days of the receipt of the appeal. This will outline:

* The nature of the decision reached
* How the review was conducted
* What factors were considered
* Information about other departments and/or agencies consulted
* The rationale for the decision

**Stage 2 – Formal appeal**

Following the review outcome, if the parent / carer is dissatisfied with the outcome they can make an appeal to the council within 20 working days of the review outcome. Appeals made outside of the 20-day window will only be considered at the Council’s discretion in exceptional circumstances.

The appeal will be considered by an independent panel within the Council.

The panel will consider the appeal against the policy within 40 days of receipt, and the outcome of the appeal will be made in writing within 5 working days of the decision being made, and will set out:

* The nature of the decision reached
* How the review was conducted?
* What factors were considered
* Information about other departments and / or agencies consulted
* The rationale for the decision

The appeals procedure will ensure that the merits of every travel assistance application is fully considered and that it takes into account relevant circumstances.

**Complaints**

An appeal must be made to the Council before making a complaint. Please note that by making a complaint, this will not lead to another review of an application, however it will consider whether the correct process was followed. If the parent / carer would like to make a complaint, this can be done through the [corporate complaints procedure](https://www.havering.gov.uk/complaints) which is available on the council’s website

# Appendix 3 – Glossary

1. **Nearest suitable qualifying school** - The educational setting attended by the student and must be the nearest suitable qualifying school.

If the student is aged 4-16, this must be one of the following:

* A community, foundation, voluntary or foundation special school
* A non-maintained special school
* A pupil referral unit (PRU)
* A maintained nursery school
* City Technology Colleges, City Colleges for the Technology of the Arts, including free schools and University Technical Colleges
* The school named on the student’s Education, Health and Care (EHC) Plan

If the student is aged over 16, the education setting must be one of the following:

* A school
* A further education institution
* A Council maintained or assisted institution providing higher or further education
* A 16-19 academy
* An establishment funded directly by the education and Skills Funding Agency, for example independent specialist providers for learners with special educational needs and disabilities
* A learning provider that is funded by the Council to deliver accredited programmes of learning (this could include colleges, charities and private learning providers)
* Apprenticeships and traineeships

1. **Safety of route** - If a student lives within the standard walking distance of the nearest suitable qualifying school, the Council may provide travel assistance where the nature of the route is such that the student cannot reasonably be expected to walk (accompanied as necessary) safely. The council will assess whether a route is safe by looking at a range of factors including:

* the age of the student
* the width of any roads travelled along and the existence of pavements
* the volume and speed of traffic
* existence of street lighting
* different conditions at different times of year
* whether risks might be less if the student were accompanied by an adult and whether this would be practical

1. **Distance** - Travel assistance may be awarded on the distance between the student’s home address and the place of education. This applies to children of compulsory school age as outlined in the policy above. The walking distance is measured from a student’s home address to the school using the shortest available route along which a student, accompanied as necessary, can walk with reasonable safety to school. Only when assessing the upper limits (up to 15 miles) for schools attended based on the grounds of religion or belief does the route only calculate roads. Distances are calculated using an independent online route planner.
2. **Place of safety** – There may be circumstances outside of parent/guardian’s control that may arise, meaning occasionally parent / guardian cannot be at home or at the designated meeting point on time to receive their child from the passenger transport services after school. As part of the agreement for receiving travel assistance from the Council, parent/guardians are asked to call the route number or the passenger transport depot to let the driver and escort know that they are delayed. Any student who does not have an appropriate adult to receive them at home or to collect them from the designated meeting point must be taken to a place of safety once the other students on the route have been dropped off. This will apply except where written authorisation has been received from the parent/guardian confirming that the student may be left unaccompanied at home or at the meeting point. Students taken to the place of safety will be looked after until the parent/guardian is able to collect them. **Please Note** that the place of safety for all students is:

St Kilda Children's Centre (9am to 5pm, Monday to Friday)

90 Eastern Road

Romford

RM1 3QA

Tel: 01708 434799

If the drivers and escorts can contact a parent / carer whilst on route, the student can be returned home at the end of the journey.

* 1. **Procedure for using a place of safety** - If a parent / guardian is not at home or at the designated meeting point at the appointed time and the passenger assistant cannot reach the parent / carer by phone, the assistant will ring the depot so that staff can continue to attempt to make contact and the route will continue.   
       
     If, at the end of the route, contact has still not been made with the parent / guardian, the driver and escort will take the student to St Kilda's Children Centre, and staff at the depot will call ahead to St Kilda’s to give advance notice that a student will be arriving.   
       
     On arrival, the driver / escort will pass on full contact details and any information they have about the student’s needs to St Kilda’s staff (they may wish to ring the Children and Adults with Disabilities team (who will be available until at least 5pm) if they require any further information about the student).   
       
     In the event that the student is visibly distressed and / or may require some form of intervention, the driver and escort will stay with the student at St Kilda’s until they are collected, as the student should be familiar with these staff, and they will be fully equipped to manage the situation.

St Kilda’s will remain open until 7pm. If a student is not collected by their parent / guardian before 7pm, staff at St Kilda’s will contact the Emergency Duty Team. If the Emergency Duty Team are not available, staff will make arrangements for the student to be taken to an on-call foster carer, or another provider if the student uses a wheelchair. Before the placement is made, staff at St Kilda’s will contact the relevant Service Manager to agree the placement.

If the student is taken to an emergency carer, then St Kilda’s will leave a message for the parent / guardian to contact the Emergency Duty Team and alert the Emergency Duty Team that the placement has been used and where the student is placed.

If a parent / guardian does not have the means to collect the student from St Kilda’s Children’s Centre, a Head of Service will need to agree appropriate support and funding to ensure the safe return of the student.

1. **Passenger assistant criteria** – Every passenger transport bus will have a minimum of one driver and one passenger assistant present. There may be circumstances when a student needs additional support on the bus, or when receiving other forms of travel assistance.

The criteria for determining whether a student is eligible for a passenger assistant includes:

* An assessment of the social, mental and physical needs of the student and how best those needs can be met.
* The views of relevant professionals, practitioners, colleagues in Passenger Transport, the panel and parents / guardians being considered.
* The types of support provided by a passenger assistant being considered during the assessment.

For students who have a passenger assistant, an assessment of risks is undertaken in line with the general risk assessments available for all students receiving travel assistance. An individual risk assessment is only completed when a student’s needs are not covered by the general risk assessment, or if there is any other need to complete an individual risk assessment.

The final decision over eligibility for a passenger is made by the Assessment Officer.  
Support provided by a passenger assistant can include, but is not limited to:

* Actively working to diffuse difficult situations
* Looking after students from the moment they are brought to the bus or taxi by the parent/guardian to when they are handed over to the school
* Administering an epi-pen, if required
* Contributing towards monitoring behaviour and developing personalised solutions
* Contributing towards reviewing the arrangements to ensure they continue to best meet needs
* A passenger assistant does not administer any medication.