



London Borough of Haringey

Post-16 School Travel Assistance Policy

Young People Post 16 Years of Age

For Academic year 2024-2025



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1. Introduction

This document outlines the policy of the London Borough of Haringey (LBH) in relation to the provision of school travel assistance for young people between the ages of 16 and 25¹. It covers the period after a young person has completed their compulsory education in instances where they have turned 16 years old within the academic year.

It gives guidance for young people, parents/carers² and schools about how the LBH fulfils its legal duty as a local authority in providing school travel arrangements for its residents.

Local authorities do not have to provide free or subsidised post-16³ travel support. This policy fulfils LBH's duty to prepare and publish an annual travel policy statement specifying the arrangements for the provision of transport, or other support that the authority considers it necessary to make to facilitate the attendance of all persons of sixth form age receiving education or training.

All young people carrying on their education post-16 must reapply for travel assistance. 'Sixth form age' refers to those young people who are over 16 years of age but under 19 or continuing learners who started their programme of learning before their 19th birthday (years 12,13,14).

Local authorities also have a duty to encourage, enable and assist young people with special educational needs or disability (SEND) to participate in education and training⁴, up to the age of 25.

The purpose of this policy is not to provide LBH with a blanket set of rules to apply to each application or case. The aim is to provide a framework within which the council can make decisions that are consistent and equitable, meeting the specific needs of each young person.

¹ This document will use the term 'young person' or 'young people' throughout to refer to any person between 16-25 years old.

² This document will use the term 'parent' throughout to refer to a young person's legal guardian.

³ This policy uses the term 'Post 16' to include both learners of sixth form age and those with learning difficulties / disabilities up to the age of 25.

⁴ Education or training refers to learning or training at a school, further education institution, a council maintained or assisted institution providing higher or further education, an establishment funded directly by the Education Skills Funding Agency, learning providers delivering accredited programmes of learning which lead to positive outcomes and are funded by the council, for example, colleges, charities and private learning providers.

This document will also explain how parents and where appropriate, young people may apply for home to school travel assistance, how decisions are made, and how parents may appeal against decisions that they are unhappy with.

We offer several different types of travel arrangements to assist young people in attending their place of learning, more of which will be explained later in this document. LBH therefore used the term ‘travel assistance’, rather than ‘school transport’.

Statutory Guidance

The principles of this policy have been developed in conjunction with advice from the Department of Education’s ‘Post-16 transport and travel support to education and training’⁵. Local Authorities are under a duty to have regard to the guidance when carrying out their duties in relation to home to school transport, and sustainable travel.

Within the guidance, it states that the free transport that Transport for London (TfL) offer for young people is an acceptable form of travel assistance, as long as the needs of the young person has been taken into account. We expect that this provision of travel assistance is sufficient to meet the needs of most young people who live in LBH.

1.1 LBH principles

We are constantly evolving the way in which our travel assistance services operate, to better suit the needs of our residents. This involves implementing changes to the service to correspond with some of the key principles we have in LBH. Our principles include ensuring the safety of children and young people, sustainability and creating a cleaner environment, and promoting the independence and life skills of children and young people.

1.2 Sustainability

We are also committed to promoting more sustainable travel methods to transport eligible young people from their home⁶ to their place of learning. Sustainable travel means modes of travel which may improve either the physical wellbeing of those who use them, or the environmental well-being of the whole or part of the area. LBH’s ‘Local Implementation Plan’ details the council’s goals in relation to sustainable travel.

At LBH, we actively encourage young people to use alternative forms of travel that promote sustainability, such as walking, cycling, and using public transport to fulfil

⁵ A website link to this is available in Section 10 of this document.

⁶ Refers to the registered address of child, or the address that is agreed on the child’s EHCP.

their needs. As a local authority, we are aware that these travel methods may not be suitable for all the residents of LBH who are eligible. When these forms of travel are not suitable due to exceptional circumstances such as the young person having special educational needs or disability (SEND) etc., we will provide other types of travel arrangements such as taxis and buses. Travel arrangements that are vehicle based are inherently less sustainable than walking and cycling and will only be utilised where all other suitable options are exhausted.

As a local authority we have identified several practices that can help to reduce the impact of vehicle-based travel arrangements. Such practices include but are not limited to:

- incentivising LBH providers to invest in and use greener vehicles by offering longer term contracts;
- routing vehicles in the most efficient way possible;
- devising local pick up/ drop off points to reduce vehicle distances and times;
- grouping children or young people onto buses to reduce vehicle numbers and therefore traffic congestion.

Wherever possible, Haringey will always promote the most sustainable method for a young person, based on their specific needs. This is a fundamental part of how we decide on the provisions we will put in place for young people if their application for school travel assistance is successful.

1.3 Promoting independence

LBH are committed to providing support for eligible young people that enable them to develop independent travel skills that will assist them with taking part in education, employment, life, and leisure activities within their community.

It is our aim to move away from transport practices that don't encourage young people to develop independence skills, such as door-to-door taxi or bus services. LBH will utilise one of the many projects that we have implemented that promote independence.

We are particularly proud of our offer in the independent and assisted travel training, aspects of which are delivered via our 'Travel Buddies' service. More information in relation to this can be found later in this document ([section 6.3](#)). This form of travel assistance has had demonstrable success in assisting in developing the skills to lead truly independent lives.

As a council, we are committed to developing the methods and practices we use that enable us to attain this key principle. We aim to do this in conjunction with

young people, parents, and schools⁷, to ensure the travel assistance we provide caters for the specific needs of the young people living within the borough.

1.4 Safeguarding

As a local authority, LBH are committed to safeguarding and this is particularly prevalent when young people are receiving home to school travel assistance.

Safeguarding means protecting a person's health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect. In most instances, the most effective way to ensure the safeguarding of a child on their journey to/ from school is for their parents to provide travel arrangements for them.

Where this is not a possibility and LBH provide travel assistance, we have several ways that we ensure the safeguarding of young person. These include but not exhaustive to:

- all staff complete compulsory compliance checks such as Disclosure and Barring Service (DBS);
- robust processes and procedures for reporting safeguarding issues;
- travel assistance staff are trained in an accredited 'Child Protection/ Safeguarding' programme;
- stringent contractor vetting processes, including regular audits;
- regular inspections by senior officers of the Passenger Transport Service (PTS) of the provisions we have in place for children and young people.

1.5 Young people are covered by this policy

This policy applies to all young people who are a resident⁸ of the LBH.

The young person will also have to be:

- Over the age of 16 with or without SEND;
- Between ages of 16 and 25 and have an Education, Health and Care Plan (EHCP).

If a family has moved out of the LBH to another Local Authority, even temporarily, it is the responsibility of the new local authority to provide travel arrangements, even if the young person remains in a Haringey school/post 16 provision.

⁷ When this document uses the word 'school(s)' it is referring a young person's educational provide, up to Level 3.

⁸ Means that a child is registered at an address in the borough which is the child's principal residence. If the child resides equally between both parents, the principal home address will be considered to be the address at which the child is registered, whilst attending school, with their GP and, if applicable, the address of the parent who is in receipt of Child Benefit or Child Tax Credits for your child.

2. Concessionary tickets for young people 16 – 25 from public transport providers

LBH will expect the offer of travel assistance from TfL to provide sufficient support to facilitate most young people's need in attending post-16 education, unless in exceptional circumstances⁹. Details of these offers can be found below.

2.1 Transport for London(TfL) – free and discounted travel

TfL offer several free or discounted schemes which can fulfil an individual's travel needs. It is the responsibility of the young person or parent to ensure they:

- obtain the appropriate Oyster card prior to starting their post-16 educational programme;
- meet the requirements set by TfL for retaining an Oyster card.

For further details on these options, young people can visit the TfL website (www.tfl.gov.uk).

16+ Oyster photocard

As a part of being a resident of LBH, young people aged between 16 and 18 may obtain a 16+ Oyster photo card if either:

- they are in full-time education'
- they are on a work-based learning scheme of at least 12 hours per week (including apprenticeships).

The 16+ Oyster photo card provide young people who are eligible with:

- free travel on London buses and trams;
- half adult rate Oyster single fares on the tube, DLR, London Overground and some national rail services;
- Child rate travel card season tickets on the tube, DLR, London Overground and some national rail services.

As a part of being a resident of LBH, young people can apply for an Apprentice Oyster photocard if they:

- are aged 18 or over;
- live in a London borough
- are enrolled on an apprenticeship with a further education college or training organisation (funded or approved by the Education and Skills Funding Agency) for a minimum of 12 months;
- are in the first 12 months of your apprenticeship,
- started your apprenticeship and not on a planned break from your learning.

⁹ Such as in instances where a young person has SEND/ an EHCP.

The Apprentice Oyster photocard gives a 30% discount on bus, tram, tube, DLR, London Overground, and national rail travel season tickets.

18+ Student Oyster photocard

As a part of being a resident of LBH, young people can apply for an Apprentice Oyster photocard if they:

- are aged 18 or over;
- live in a London borough during term time;
- enrolled at a school, college or university registered on the TfL scheme, or on a mandatory work placement in London.

To be eligible for an 18+ Student Oyster card, one of the following must apply to the young person:

- they are enrolled on a full-time course, with at least 15 tuition-led or structured learning hours a week. They must attend classes Monday to Friday only (not including evening classes) that span a minimum of 14 weeks on the same course (shorter courses repeated over 14 or more weeks aren't eligible);
- they are receiving an NHS Bursary as a full-time student. The young person must give their school, college, or university evidence of their sponsorship to validate their application;
- they are a full-time postgraduate student, studying or writing up to more than 15 hours a week;
- they are a full-time student registered and studying on a higher education course at a school, college or university not registered with the TfL scheme but on mandatory work placement in London for at least 14 weeks;
- they are a sabbatical officer;
- they are enrolled on a part-time course for at least 14 weeks and:
 - o receiving an NHS Bursary;
 - o a postgraduate student receiving financial help from your education establishment's hardship fund;
- if their school, college or university is outside Greater London but they live in a London borough during term time and travel regularly. Young people should ask their school, college or university if they're registered on the 18+ Student Oyster photocard scheme;
- if they were 18 on 31 August and live in a London borough, they may still be eligible for a 16+ Zip Oyster photocard.

The 18+ student oyster photocard gives a 30% discount on bus, tram, tube, DLR London Overground and national rail travelcard season tickets.

Freedom Pass for those with disabilities

TfL offers free or discounted travel on several services for those who have a qualifying disability.

To be eligible for a disabled persons Freedom Pass, the young person must:

- have a sole or principal residence located in a London Borough i.e. LBH; and
- have any of the statutory disabilities listed in the Transport Act 2000, as set out below.

The statutory disabilities which make someone eligible for a disabled persons Freedom Pass are:

- people who are blind or partially sighted;
- people who are profoundly or severely deaf;
- people without speech;
- people who have a disability, or have suffered an injury, which has left them with a substantial and long-term adverse effect on their ability to walk;
- people who do not have arms or have a long-term loss of the use of both arms;
- people who have a learning disability that is defined as 'a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning';
- people who, if they applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, would have their application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.

Young people who fulfil the criteria above are eligible for a 'Disabled Persons Freedom Pass', and will need to contact their local authority where they apply i.e. LBH, for an application form. Applicants will be asked to:

- provide evidence of their eligibility
- provide a colour, passport sized photograph.

The application form will give guidance on what documents the young person must provide. Once a young person's eligibility has been confirmed, their Freedom Pass will go into production and will be posted to them by second class post.

For more information on Freedom Passes and how to apply, please refer to:

<https://www.haringey.gov.uk/parking-roads-and-travel/travel/passes-and-concessions/disabled-persons-freedom-passapplication>

Freedom Pass holders who find it too difficult to travel without assistance using public transport may be eligible for the Taxicard scheme, which is managed by London Councils. This service provides subsidised trips in licensed taxis and private hire vehicles for people with serious mobility problems.

Application forms are available by telephoning 020 7934 9791 or emailing Taxicard@londoncouncils.gov.uk

More details at: <https://www.londoncouncils.gov.uk/services/taxicard>

TfL Dial-a-Ride

London Dial-a-Ride is a free, door-to-door transport service provided by TfL for older and disabled Londoners who can't either access or use other forms of public transport.

Dial-a-Ride is a shared bus service and will usually need to be booked in advance in order to use the service. It is currently operating between 07:00-22:00, seven days a week. To use Dial-a-Ride, the young person must have a permanent or long-term disability which prevents them from using public transport.

Young people are automatically eligible for membership if they are:

- a Taxicard member;
- getting the Higher Rate Mobility Component of Disability Living Allowance;
- getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP);
- registered blind or partially sighted;
- getting a Higher Rate Attendance Allowance;
- getting a War Pension Mobility Supplement.

Young people may still be eligible to use the Dial-a-Ride service if the above doesn't apply to them. They will have to undergo a paper-based mobility assessment to establish their eligibility for the service.

Young people can apply for Dial-a-Ride if they are a permanent resident of a London borough i.e LBH.

Application forms are available by telephoning 0343 222 7777 (TfL call charges) or emailing dar@tfl.gov.uk

More information at: <https://tfl.gov.uk/modes/dial-a-ride/>

2.2 Bursaries available from your Education Provider

The 16-19 Bursary Fund

The 16 to 19 Bursary Fund provides financial support to help young people overcome specific barriers to participation so they can remain in education, including travel costs.

There are two types of bursary available. For both of the bursaries below, it is the responsibility of the educational establishments to manage them. Young people requiring support from the bursary fund, should contact their school or college to make an application.

More information at: [16 to 19 Bursary Fund: Eligibility - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/16-to-19-bursary-fund-eligibility)

Vulnerable Student Bursary

A bursary of up to £1,200 a year will be awarded for young people who meet at least one of the following criteria:

- the young person is currently in LBH care;
- the young person has recently left LBH care;
- the young person receives Income Support, or Universal Credit in place of Income Support, in their own name;
- the young person receives Employment and Support Allowance (ESA) or Universal Credit and Disability Living Allowance (DLA) or Personal Independence Payments (PIP) in their own name.

To receive the maximum bursary the programme of study must last for 30 weeks or more. If the programme is shorter than 30 weeks, the young person may receive less.

Discretionary Bursary

If a young person does not qualify for a 'Vulnerable Student Bursary' they may be eligible for a Discretionary Bursary. Education providers may, at their discretion, provide financial support to meet the individual needs of the young person, including travel costs.

To be eligible for the discretionary bursary young people must:

- be aged 16 or over but under 19 at 31 August 20xx¹⁰;
- be aged 19 or over at 31 August 20xx and have an EHCP;
- be aged 19 or over at 31 August 20xx and continuing on a study programme they began aged 16 to 18 ('19+ continuers');
- be studying a programme that is subject to inspection by a public body which assures quality (such as Ofsted), the provision must also be funded by either a Government funding agency or the local authority.

All education providers must make available a copy of their 16-19 Bursary Fund Policy. More information can be found at: www.gov.uk/1619-bursary-fund

¹⁰ 'xx' should be substituted for the year that the bursary is being applied for.

2.3 Learner Support

If the young person is aged 19 or over, on a further education course and facing financial hardship, they may be entitled to get Learner Support (LS). The money can help pay for things like:

- accommodation;
- travel;
- course materials and equipment;
- childcare - if you qualify.

The amount of financial support that a young person may receive will depend on their individual circumstances.

To make an application for LS, young people must apply directly to their education provider i.e. their school or college. More information at:

<https://www.gov.uk/learner-support>

2.4 Residential support

There are two types of residential support available to young people. They are:

Residential Bursary Fund

Young people may be able to get help with the cost of accommodation from the Residential Bursary Fund (RBF). For the young person to be eligible for RBF they must:

- meet the residency requirements (the college will check this);
- be at least 16 and under 19 on 31 August 20xx.

The young person may be eligible if they're 19 and either:

- continuing on a course you started aged 16 to 18;
- have an EHCP.

The young person's course must:

- be at a specialist residential centre (their school can confirm this);
- be too far to travel to each day (their school must agree with this);
- be full-time;
- be '16 to 19 funded' (their college can confirm this).

The amount of financial support will be determined by the education provider. It depends on the household income of the young person. Payments will be in place for a maximum of 3 years. Young people should apply for this assistance through the student support officers at schools or colleges.

Residential Support Scheme

Young people may be able to get help with the cost of accommodation from the Residential Bursary Fund (RSS).

For the young person to be eligible for RSS they must:

- be at least 16 and under 19 on 31 August 20xx;
- meet the residency requirements (the college will check this);
- not be on housing benefit;
- have a household income of less than £30,993;
- be studying your first level 2 or level 3 qualification (for example 2 or more A levels, a diploma or a national vocational qualification).

The young person may be eligible if they're 19 and either:

- continuing a course you started aged 16 to 18,
- have an EHCP.

The young person's course must:

- not be at a specialist residential centre (their college can confirm this)
- be full-time at a college in England;
- be '16 to 19 funded' (your college can confirm this);
- be more than either 15 miles or a 2-hour round trip from their home, and not available any closer than that.

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

To claim RSS, the young person should contact the student support officer at their education provider.

More information at: www.gov.uk/residential-support-scheme

2.5 Young parents / Care to Learn

Young parents under 20 can access support via Care to Learn to help pay for childcare and related travel costs. As a LBH resident, the individual will be able to claim up to £175 per child per week, while they are learning.

Young parents will be eligible if:

- they're a parent under 20 at the start of your course;
- they're the main carer for their child;
- they live in England;
- they're either a British citizen or a national of a European Economic Area (EEA) country;
- their course is publicly funded (check with school or college);
- the childcare provider is registered with Ofsted or the Care Quality Commission.

The support from Care to Learn can help cover the costs of:

- childcare, including deposit and registration fees;
- a childcare 'taster' session (up to 5 days);
- keeping a childcare place over the summer holidays;
- taking a child to the childcare provider.

Young parents are also entitled to apply for an Under 19 Bus Only Ticket or for those aged 19 and over can apply for the 19 – 25 card. More information can be found at: <https://www.gov.uk/care-to-learn>

2.6 Other support

Advice and Planning

For advice regarding the use using London's transport, young people can contact Transport for All's Advocacy and Advice Line on 020 7737 2339.

Transport for All is an organisation of disabled and older people. It provides advice, information, and advocacy about travelling in London, campaigns for a fully accessible, reliable, and affordable transport network for disabled and older Londoners.

TfL Travel Mentoring

TfL's free Travel Mentoring service can give guidance and support to help young people get around London. They can provide advice to help plan accessible routes for young people and help develop to gain confidence to become an independent traveller across the TfL network.

Mentoring is free of charge and can be provided Monday to Friday from 09:00 to 17:00.

More information at: <https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport>

3. Travel assistance for Sixth Form¹¹ including young people with SEND

LBH expects that the travel assistance offer from Transport for London (TfL) to fulfil the needs of most of the young people of Sixth Form age, who are able to both access and use public transport. This means that most young people attending college/ sixth form will not require any further support from the LBH to provide them with travel arrangements.

3.1 Eligibility Criteria

Statutory guidance dictates that there are a number of criteria that a local authority must provide young people of Sixth Form age with home to school travel assistance. In order for the young person to be eligible for school transport, they must adhere to the criteria described in the following.

Age

The young person must be over 16 and under the age of 19 years of age or, they are over 19 and are continuing with a course that they started before their 19th Birthday.

LBH will not provide travel arrangements for young people who have left education and are returning after the age of 19. Those re-starting education after their 19th birthday will be assessed as adults.

Young people with SEND

LBH will make arrangements for all young people who cannot reasonably be expected to either walk, cycle, or use public transport to travel to school because of the associated health and safety issues related to their SEND. This may be because a young person's mobility, medical and/ or behavioural needs make it challenging for them to either travel alone and/ or have parents provide travel arrangements to assist their journey to and from school.

Most young people in LBH with EHCPs do not require specialised travel assistance. We will assess and identify the travel requirements for each young person on an individual basis and put suitable arrangements in place, where necessary.

Statutory guidance dictates that statutory walking distances should not be considered when assessing the transport needs of young people eligible due to SEND. LBH therefore do not consider this when determining the outcome of applications involving a young person with SEND.

¹¹ Sixth form age refers to young people in years 12, 13 and 14 – between the ages of 16-19 years old.

The eligibility of young people who are awaiting a medical diagnosis and/ or an EHCP, will be assessed using the standard criteria outlined above i.e. distance, school placement, age. This is unless the needs of the child can be evidenced by alternative means for example, by a professional within the school. In this instance, the PTS will consider the eligibility of such children on a case-by-case basis.

Further information can be found in the 'Haringey's decision process' part of this document ([section 6.5](#)).

Distance

LBH will provide transport in principle to children or young people whose distance between their home address and school is greater than the 'Statutory walking distances'.

Where a school is within the statutory walking distances of a child's home address, LBH expects parent to make suitable arrangements for their child to travel to school; unless there are exceptional circumstances, such as children with SEND.

To promote the travel arrangement ideals of the LBH, children will be expected to walk; where possible, if their residence is within the following distances from their school:

- 3 miles for children or young people over the age of 8 years old.

In summary, any young person living a distance further than the above will be eligible have school travel assistance provided by LBH.

The distance is measured using online mapping tools, which measure the actual distance travelled (not a straight line or 'as the crow flies'). This will account for a 'reasonable' and 'suitable' route that the child/young person could take to travel to school.

School placement

A young person is only eligible to receive travel assistance from LBH if they attending their nearest suitable school. By suitable, LBH means an education provider who can cater for the majority of the needs for the individual.

There are a number of exceptions to this rule:

- on the basis of religious belief. LBH respect a young person's religious and philosophical convictions as to the education they are provided and this will be considered when evaluating what is suitable;
- where the school named in the young person's EHCP is the same as their 'preferred' school even though it may not be the nearest option. In instances where a school is named in an EHCP and the young person wishes to attend

a different 'preferred' school, LBH will expect the parent/ carer to make their own travel arrangements, other than in exceptional circumstances¹².

For a young person to be eligible for travel provisions, the education provider that their study programme takes place must be publicly funded. If the school or college the individual attends is privately funded, they will not be eligible for transport.

Study Programme

The study programme that the young person attends must be full time. This means that the course must be the equivalent to a minimum of 18 hours per week, usually across at least a 3 days per week schedule.

Qualification Level

The course that the young person is on must be at Level 3 or below (information on how this is classified can be found at <https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels>) Young people accessing Level 4 education or above, will be expected to use the financial support they receive as a part of this placement (such as a student loan or grant) to make the necessary transport arrangements they require.

¹² An exceptional circumstance may be that the school named in a young person's EHCP does not have any placements available, thereby forcing them to attend a different school.

4. Travel assistance for young people between the ages of 19 and 25 with SEND

There is no legal requirement for local authorities to provide travel assistance for young people between the ages of 19 and 25, unless there are exceptional circumstances and LBH are therefore not necessarily required to put provisions in place for young people within this age group.

If young person has an EHC plan, is above the age of 19 and below the age of 25 years old they may be eligible to receive travel assistance from LBH.

4.1 Eligibility criteria

Statutory guidance dictates that there are a number of criteria that a local authority must provide young people aged between 19 and 25 years of age with home to school travel arrangements. In order for the young person to be eligible for school transport, they must adhere to the criteria described in the following.

Age

The young person's course must start on or after the student's 19th birthday and may continue no later than the academic year in which the young person reaches 25 years old.

Distance & school placement

The young person must be attending the nearest suitable or most accessible college to their home.

More information on the guidelines for this can be found in the 'School placement' & 'Distance' section in [3.1](#).

Young people with SEND

The young person has SEND supported by an EHCP. More information can be found in [section 3.1](#) 'Young people with SEND'.

Study programme

The study programme that the person attends must be full time. This means that the course must be the equivalent to a minimum of 18 hours per week, usually across at least a 3 days per week schedule.

Qualification level

The course must be at Level 3 or below. More information in [section 3.1](#) 'Qualification level'.

5. Applications

Applications for Post-16 travel assistance can be made via our website (https://eforms.secure.haringey.gov.uk/ufs/TRANSPORT_AND_TRAVEL.eb?ebd=0&ebp=10&ebz=1_1636535537036)

All applications must be submitted via the website and can't be made over the telephone or via email. It is essential that applicants¹³ include as much information as possible with regards to a young person's condition(s) as this will allow us to provide the most suitable travel arrangements to fulfil the individual.

If an applicant is unable to complete the application form whatever reason, they should contact the PTS team (details in [section 9](#)) or seek assistance from their school to submit it on their behalf.

Applications for travel assistance will be assessed by officers within the PTS, with the final decision being made by the Transport Manager. During the decision making process, the PTS will follow the process outline in section 6.5. The PTS which they will consult with other professionals such as EHCP caseworkers and school teachers, allow the PTS to gather the most complete picture of the child's needs and therefore, their eligibility.

Applicants will receive a decision with regards to the outcome of their application in writing.

5.1 When is a new application required?

Applicants will need to complete a new application for a child if one of the following applies to them:

- the young person has changed address;
- the young person has changed the school they attend;
- the young person is attending a new school or college, or remaining at the same school.

Making a new application will allow LBH to gather the most accurate information and allow us to accommodate the needs of the children more effectively.

5.2 Timescale

Although we aim to process applications as quickly as possible, young people and parents should allow up to 30 days¹⁴ from the date of application for a response to their application. After the acceptance of an application, a parent should allow up to ten working days from receipt of the confirmation for the travel arrangements to be

¹³ Applicants has been used in this document, as parents, carers, schools or even children can make an application for travel assistance.

¹⁴ Calendar days- not working days unless stated otherwise.

put in place. If an applicant has not received an answer in this timeframe, they should contact the PTS team (details in [section 9](#)).

To reduce disruption to the service and inform effective planning, LBH are implementing cut-off dates for applications. The cut off dates are only applicable for applications made for arrangements to begin for the next academic year. The beginning of the academic year is the most critical time with regards to school travel and we aim to promote continuity in the service we provide the children. Late applications present several issues for the service in several ways, which is why a cut-off date is necessary. These issues include but are not limited to:

- other service users having to be placed on different vehicles to what they have become accustomed to in order to accommodate new passengers;
- vehicles not being optimised to fulfil the specific needs of the young people on board;
- longer journey times due to routes becoming inefficient;
- temporary overcrowding of vehicles until young people can be moved/ new vehicles procured.

Applications that are made during the academic year, whether they are for new service users or due to a change in circumstances outlined in section 5.1, will be subject to the usual processing time of 30 days.

Late applications will still receive travel assistance, however this may be delayed for the start of the academic year. The arrangements may be interim or temporary solutions that have been sought in the short term and will be subject to review/ change.

Cut-off dates will be published well in advance on the LBH's local offer, which is available on our website. We will also correspond with parents in writing via mail/ email informing them of the exact dates.

Late applications may result in a delay in LBF providing travel arrangements for the young person. We endeavour to process applications as quickly as possible, but it will likely result in travel arrangements not being in place until after the term begins. Until arrangements have been put in place, it is the parent/ young person's responsibility to provide travel assistance.

The cut-off dates will not apply in cases where there are exceptional circumstances.

Examples of exceptional circumstances may include:

- a young person's circumstances changing e.g. moving address, after the published cut off dates;
- the applicant awaiting the outcome of a SEND panel and/or review;

- an EHCP being assessed or reviewed after the cut-off date;
- the applicant awaiting the decision of a tribunal with regards to a young person's school placement.

The arrangements for applications made under exceptional circumstances may be interim or temporary solutions that have been sought in the short term, and will be subject to review/ change.

6. LBH's travel assistance offer

LBH considers public transport as a suitable method of transportation for most young people to travel to their educational provisions. Where this option may not be suitable for a young person, we operate several different schemes to provide support them in attending their place of learning. These services can be accessed upon application and only if certain criteria are met (as per [sections 3.1 & 4.1](#)).

In instances where a young person is not eligible for travel assistance and/or their application has been declined, LBH will expect them to travel to their place of learning (accompanied if necessary) using provisions in place by TfL (more information in [6.1 & 2.1](#)).

If a young person's application for school travel assistance is successful, LBH will use its discretion to offer one of three travel options, based on the specific needs of the individual. The options are as follows:

- vehicle transportation- the young person will be transported by taxi or bus, most likely with other passengers attending the same school. More information in [section 6.2](#).
- independent or assisted travel training- supported one-to-one or group training designed to equip young persons with the skills required to travel independently, be it on foot, or by public transport. More information in [section 6.3](#).
- personal travel budget (PTB)- a PTB is a payment designed to help young people/ parents to make any of the travel arrangements needed to facilitate their young person accessing school. More information in [section 6.4](#).

It is down to the discretion of LBH to decide which of these options is most suited to the needs of the young person, as well as the best use of LBH's resources. Further information about how LBH makes their decisions can be found in [section 6.5](#).

6.1 TfL's Offer

In instances where a young person is not eligible for assistance from LBH and/ or, is capable of using and has access to public transport, LBH will expect the offer of travel assistance from Transport for London to provide sufficient support to facilitate a person's transport to school.

More information on their offer for young people who are considered Post-16 can be found in [section 2.1](#) of this policy.

6.2 Vehicle transportation

Provisions of travel assistance using taxis or buses will only be granted when it is deemed essential to the young person's needs. LBH will provide suitably qualified, registered vehicles from a commercial provider that adhere to the contractual standards that the council have set.

In a bid to reduce congestion and to make best use of council resources, young people will mostly travel together on communal bus routes. We will only provide individual private hire vehicles based on the assessed needs of the young person.

LBH may also provide vehicular transportation if the passenger is the only person, or a small number of people, who attend a particular school or placement. This is usually the case when the young person attends a school out of the borough.

We will regularly review the duration of vehicle journeys, taking into consideration the route and the individual needs of the passengers on board. Statutory guidance suggests young people of post-16 age may reasonably be expected to travel up to 75 minutes¹⁵. This journey time may not be suitable for every young person, for example where they have SEND and/ or has acute medical needs. LBH will assess routes on a case-by-case basis and provide additional travel assistance arrangements where necessary.

Pick-up & drop-off points

Young people will only be picked up from their home address if it is essential to their individual needs. In all other cases, LBH will inform the young person/ parents of a local pick up/ drop-off point. These locations are usually communal areas where we can pick up/ drop-off children. The reasons for using these are:

- to encourage and maintain independent travel for young people;
- to reduce the journey times for young people;
- to ensure that the route taken is the most efficient.

We offer two types of pick up & drop off points. They are:

- local pick-up & drop-off points
- home pick-up & drop-off

Where an individual is of 'Sixth form' age, it is the responsibility of parents to ensure that the young person is at the pick-up point in the morning, and that a responsible adult is at the drop-off point to collect them in the afternoon.

¹⁵ This is dependent on the placement the child attends. For example, if a young person attends a college that is approximately 75 minutes away, it is reasonable that the person may be on a vehicle longer than the statutory guidance, due to variances in traffic etc.

LBH will determine whether it is necessary for a young person between the ages of 19-25 to be accompanied to a pick-up point/ collected from a drop off point by a parent, based on their specific needs. Parents should assume that this is required, unless notified otherwise.

Local pick-up & drop-off points

This will be a safe and convenient location, close to the young person's home address, within a reasonable walking distance.

When assessing if a young person will access their travel arrangements from a local collection point, LBH will consider both the passenger's and the parent's individual needs. This will include but not exhaustive to:

- the mobility needs of the young person;
- the health needs and/ or medical conditions of the young person;
- any sensory impairments of a young person;
- the personal safety of the young person;
- public safety;
- family circumstances.

Local pick-up points will be individually assessed for suitability and will be approved by LBH before they are used. When assessing the suitability of a local pick-up point, we will consider the following:

- if the pick-up/ drop off location is within a suitable distance of the young person's home address;
- if the vehicle can access the area and can effectively allow people to board the safely;
- if the location allows for the young person's mobility needs e.g. wheelchair access;
- if the location is an area where there is low traffic/ pedestrian congestion e.g. avoiding busy car parks where possible;
- if the location has suitable shelter in the event of adverse weather conditions.

Home pick-up & drop-off

Where it is determined to be necessary due to a young person's needs, LBH can provide pick up and drop offs from their home address.

The parent or a responsible adult must be at the home address at the time that the young person is picked up/ dropped off, unless they are informed otherwise. We will endeavour to provide the most accurate times but variables such as traffic can affect these.

Carers with more than one child on LBH travel assistance

We will also consider providing home pick up/ drop off where a parent has more than one child/ young person on travel provided by LBH. This is to prevent any issues arising from parents having to be at certain pick up/ drop off points at logistically challenging times.

Pick-up/ drop-off times

Parents/ young people will be informed of approximate times that they will be picked-up or dropped off by the PTS team. Although we will endeavour to accommodate the individual needs of child, we cannot take parental and family circumstances into account when arranging pick-up and drop-off times. Due to many of the vehicle services we operate being communal, we are unable to provide times based on parental 'preference', as we will not be able to cater for every user's needs at the same time. This would include whether a parent is unable to accompany a young person to and from their pick-up & drop-off point due to work commitments.

In instances where parents are taking siblings of a young person to the same, or another school, we expect parents to make suitable arrangements to ensure the individual is at the collection point in the morning/ a responsible adult is available at the drop-off location in the afternoon.

Exceptional circumstances may exist and if so, we will consider the evidence provided on a case-by-case basis.

Lateness

If a parent is late in getting a young person to the pick-up point or getting them ready, LBH's vehicles will wait a maximum of three minutes after arrival. After this point, the vehicle will move on to the next passenger that needs to be picked up. This is to ensure the smooth running of the service and to prevent any further delays for other passengers on the route.

If the vehicle has left the pick-up point due to the young person being late, it is the responsibility of the parent/ young person to make their own travel arrangements to get to their place of learning. If they are able to do this, LBH will be able to recommence arrangements from the afternoon collection from school.

If a LBH vehicle is running late, parents/ young people may be able to track the progress of the route by using the 'Missions' app. The App will provide parents/ young people with the current geographical location and they should therefore check the 'Missions' App prior to contacting the PTS team. For more information on the 'Missions' App or how to access it, parents/ young people should check with the PTS team.

In instances of severe lateness, we will endeavour to notify the parents and passengers by SMS text, email, or by a phone call¹⁶. It is therefore pivotal that we are kept informed of the latest contact information for parents. We will also endeavour to keep schools apprised of the lateness when this occurs.

Passenger assistants/ escorts

Based on the needs of the passengers on any given vehicle, LBH may provide a passenger assistant (PA)¹⁷. A PA will only be provided where it is deemed necessary for the safe operation of the vehicle and/ or care of the young people on board.

Factors that determine the need for an escort include but are not exhaustive to:

- the medical needs of the young person;
- the behavioural needs based on a young person's SEND.

The needs of the passengers on board the vehicle will be assessed by a member of the PTS team.

6.3 Independent travel training and travel buddy scheme

LBH may decide to provide assistance in the form of travel training via our travel training and travel buddy scheme. One of our core values is to promote independence for young people with this form of travel assistance the most effective way to achieve this.

We offer two components to LBH's travel training offer. These are:

- Independent travel training (ITT): is one-to-one training with an accredited travel trainer on a regular, but not daily basis. The travel trainer will tailor a specifically designed program to develop a child's travel confidence and skills, be it on foot, or by public transport;
- Travel buddy scheme- is a supported travel assistance scheme on a daily basis, which involves a travel buddy accompanying the child/ young person on their journey to school, be it on foot, or public transport.

LBH's travel trainers will work closely with school staff, parents, young people to cater the travel training to the specific needs of the young person.

Travel training is not only beneficial for young people whilst they are travelling to education, but it can also help them in many other ways. This includes such benefits as increased independence, self-esteem, access to social life, social skills, and access to job opportunities.

¹⁶ This may either be from the PTS office team or the passenger attendant on board the vehicle.

¹⁷ Also referred to as an 'escort'.

We aim for the young person to have the same trainer and/ or travel buddy throughout their training (except during leave and exceptional circumstances), and the team can offer support afterwards.

All our training programmes are accredited. For a young person to be declared 'independent', the individual's travel skills are evaluated by one of our assessors. Where the young person displays the necessary skills to travel safely to school independently, they will be accredited with a certificate detailing that they have successfully completed the course.

In instances where a young person doesn't exhibit the necessary skills to be independent, LBH will provide additional training, amending the teaching methods where necessary.

Once a young person has been certified as independent, LBH will expect the travel assistance offer from TfL (in [section 2.1](#)) to provide sufficient support for the individual's journey for school.

Training delivery

Parents/ young people will be involved from the outset, starting with a meeting with the travel assessor who will work with them to tailor the program to the individual's needs. A travel trainer will accompany the applicant throughout their whole journey from home to school and vice versa, empowering them to manage every aspect of their journey independently. The program will encompass:

- personal safety;
- finding their way;
- Green Cross Code;
- road, walking, and bus safety;
- planning a journey;
- using a bus pass and paying a fare;
- using buses, trams, & trains;
- problem solving, such as service cancellations.

The training is delivered one-to-one from a trained 'travel buddy'. Until the young person is considered capable of completing the route on their own confidently, they will always be accompanied by a travel trainer. There will be regular assessments of progress, which will be shared with the family and school of the young person.

Some special schools in the borough offer their own travel training for their pupils. Parents should check with their young person's school first before applying to the Passenger Transport Service.

Eligibility

The purpose of ITT and the travel buddy scheme is to help the LBH to achieve its objectives of promoting independence. LBH acknowledges that there are other

benefits of accessing these programs besides the child developing independent travel skills. These include the possible mental and physical health benefits that these schemes promote when compared to other forms of travel assistance. The PTS will consider young people who have been assessed that they may not be able to travel independently, but there is a demonstrable positive outcome of using these schemes. However, due to the finite amount of resources at the disposal of LBH, young people who have been assessed by the PTS to show the potential to travel to and from school completely independently once trained; will be prioritised.

Prior to training takes place, we will first assess whether the young person is ready for travel training on individual basis. To assess a applicant's eligibility/ potential to travel independently, LBH will consider:

- the information on an EHCP for the young person, if applicable;
- information contained in the application form;
- risk assessments obtained from schools;
- route assessments by a LBH officer;
- information from key workers.

On the days where there is no travel training, for example when a travel trainer is absent due to illness, the learner will continue to use their normal mode of transport to get to school/college. Once the training is completed and the learner becomes independent, they will start to walk or use public transport as trained.

Applications should be made via the usual method, more information in [section 5](#).

6.4 Personal transport budget (PTB)

A PTB is a payment designed to help parents make any of the arrangements needed to facilitate the young person accessing school. Parents/ young people can use the budget in any way they wish to ensure the child attends school every day, on time, and ready to learn. Examples of how a PTB may be used include:

- contributing towards covering the costs of running a car;
- purchasing travel passes for the parent and/ or child to use public transport;
- paying for travel arrangements for an older sibling, thus allowing the parent to accompany the younger child to school¹⁸;
- paying for childcare arrangements for a younger sibling, whilst the parent takes the older sibling to school;
- paying a PA to accompany the child to school on public transport i.e. a travel buddy;
- arrange shared travel, such as a car or taxi, sharing with another family;
- purchasing bikes for children and support climate change initiatives.

¹⁸ This should be considered particularly in cases for children with SEND, with this parent taking the child with SEND themselves.

If a parent/ young person chooses to receive a PTB, LBH will consider their duty of providing school travel arrangements for eligible young person fulfilled and will provide no further assistance.

PTBs are granted at the discretion of the local authority, where it is cost effective for the authority to do so. There is no automatic right to receive a PTB, in place of alternative transport assistance, which parents/ young people may have been offered. We reserve the right to withdraw the PTB at any time. If we to withdraw this support, LBH will provide alternative forms of travel assistance¹⁹.

To receive a PTB, applicants must apply through the usual application form and contact PTS (details on how can be found in [section 9](#)) to state their preference for a PTB. Young people must comply with the eligibility criteria detailed within this policy (more information in [sections 3.1 & 4.1](#)) to entitled to a PTB.

The value of a PTB is dependent on numerous factors, which will be considered when determining the amount of financial support each young person is entitled to. These include but are not limited to:

- the distance from the young person’s home address and school;
- the duration of the journey from the young person’s home address and school²⁰;
- school schedule i.e. the number of days the young person attends school;
- reasonable methods of travel (i.e. walking, bus, tram or train) based on the young person’s needs, and the expense associated with them;
- passenger assistant costs to act as a ‘travel buddy’ or trainer²¹. LBH will pay the ‘London Living Wage’ for this cost, for the duration of the journey and any reasonable journey times associated with the route i.e. a travel buddy journeying to and from the passenger’s pick-up/ drop-off point;;
- fuel costs.

<p>Formula for PTB value:</p> $\begin{aligned} & (\text{journey time} \times \text{PA cost per hour} + \text{journey cost}) \times \text{journeys per day} \times \\ & \text{number of days attending school per week} \times \text{number of weeks per academic year} \\ & = \text{PTB value} \end{aligned}$

Appendix A (on page 48) displays a diagram showing an example of how a PTB is calculated.

¹⁹ Unless there are exceptional circumstances, such as those outlined in the Ceasing/ withdrawal of travel assistance ([section 6.7](#)).

²⁰ Journey times will be calculated using Google Maps, taking into consideration traffic or public transport variances for the time of day that a child travels.

²¹ Parents may be considered to undertake this role.

When a parent has more than one child who are eligible for a PTB, they may be entitled to receive a PTB for each child. The values of each PTB will be determined by the above criteria, however the budget paid for the first child will also be considered when determining the value for any subsequent children.

PTBs are paid over the academic year (in arrears on a monthly basis unless other arrangements have been made). As a part of receiving a PTB, a young person's attendance record at school will be monitored and reviewed. Payments that have been made for days that they are absent will be deducted from the following month's PTB payment. If a young person's attendance drops below an acceptable level without a suitable reason²², LBH may decide to withdraw the PTB. We determine that the statutory expectation of 95% attendance to be acceptable.

If a young person is in receipt of a PTB and they or their parent believes it is no longer suitable, or not of sufficient value to fulfil their needs, they must notify LBH in writing (details can be found [section 9](#) of this document). We will require supporting evidence as to why the PTB is no longer suitable, or of sufficient value to make the necessary travel arrangements. The case will be reviewed by a senior officer of the PTS team, who will consider:

- LBH's decision making process (outlined in [section 6.5](#) of this document);
- the factors such as distance and journey times etc.; as outlined in this section of the document ([section 6.4](#)),
- the supporting evidence supplied by the young person/ parent.

Young people or parents should allow for 30 calendar days to receive a response in writing. During this time, it is the parent's responsibility to provide travel arrangements. If LBH determine that the explanation is valid, we may:

- provide an alternative form of travel assistance, with arrangements commencing after the payment period for the most recent PTB instalment;
- increase the value of the PTB accordingly, with adjustments being made from the date of the confirmation email.

Parents/ young people who are not satisfied with the outcome of this review of their PTB should follow the procedure outlined in the Appeals section ([7](#)) of this document.

Mileage claim

In instances where a parent/ young person can provide their own travel arrangements by vehicle, they may be eligible to claim mileage. The young person will have to be eligible to receive travel support as per the criteria in [sections 3.1 & 4.1](#)).

²² LBH will correspond with schools and parents to determine what is an 'acceptable level', based on the individual needs of the child. We will only consider unauthorised absences when determining acceptable levels of attendance.

Formula for mileage:

$$\begin{aligned} & (\text{Miles per journey} \times \text{average vehicle miles per litre} \times \text{fuel cost per litre}) \times \\ & \text{number of days attending school per month} \\ & = \text{Mileage claim value} \end{aligned}$$

6.5 Haringey's decision process

After receiving an application, an assessment will be made as to whether the young person is eligible to receive travel assistance from LBH, as per the 'Eligibility Criteria' sections 3.1 & 4.1 above. All decisions will take governmental statutory guidance and legislation into consideration. Applications for travel assistance will be assessed by officers within the PTS, with the final decision being made by the Transport Manager.

Once a young person is deemed to be eligible, LBH will determine the type of travel assistance that we will provide. We will consider evidence regarding, but not limited to:

- what other arrangements the parent/ young person have considered or tried and why they are not suitable;
- the specific needs of the young person, particularly in instances where the individual has SEND;
- whether the young person is attending the nearest suitable educational establishment that fulfils their needs;
- whether there is a family member/carer who is able to transport or accompany the young person.
- the distance from home to school;
- the complexity of the journey from home to school;
- whether there are other efforts have been made to financially support the young person to access education, e.g. grants, bursaries and other benefits and allowances.
- if the young person can become an independent traveller;
- the best use of LBH's resources.

To ascertain all of this information, we rely on a number of sources. These include:

- the information within a young person's EHCP, if applicable;
- information contained in the application form;
- risk assessments obtained from schools;
- route assessments by a PTS officer;
- information from passenger attendant/ escorts;
- information from key workers.

As such, it is essential that information about a young person's medical needs, ways of communicating with people, particular likes and dislikes or fears (such as loud noises etc.) are included in their application.

As an example, a particular young person is a wheelchair user. As a result of being informed of this, LBH can plan to put provisions in place that reduce the impact of this on the young person's journey. If the individual is receiving travel training, we will take this information into account to ensure the public transport routes they use are accessible.

A diagram of the decision process can be seen in Appendix B (on page 49).

6.6 Travel assistance reviews

LBH reserves the right to review the type of travel assistance that a young person receives. Typically, this will be assessed annually but there are some circumstances that may result in transport arrangements being reviewed. These include but not exhaustive to:

- a young person transitioning from one school to another ;
- a young person's home address changing;
- a change in the young person's needs;
- an incident occurring on the current travel arrangements²³, necessitating the need for a change in the type of travel assistance provided.

In all the above examples, it is the parent/ young person's responsibility to re-apply for transport and/or notify LBH of the change in circumstances. Failure to inform the PTS team of any changes may cause delays with the provision of transport for the young person being put in place, or potentially withdrawn.

The results of a review will be implemented at a convenient time of the academic year, such as the beginning of the school term. In instances where a young person is moving home, the new arrangements will be made as soon as reasonably practicable.

6.7 Ceasing/ withdrawal of travel assistance

Outside of the outcome of a review there may be various reasons why a young person's travel provisions may be withdrawn. These reasons may include but are not restricted to:

- if it is proven that travel assistance was obtained on the basis of fraudulent or misleading information;
- a young person's behaviour is in contradiction to the behavioural standards (more information can be found in **section 8.1** of this document) and is so

²³ Such as an incident that that has led to a temporary suspension from transport.

severe that travel arrangements are withdrawn. This is assessed on an individual basis, taking into consideration the specific behaviours a young person's SEND.

6.8 Transport times

LBH will provide travel assistance to and from school at the beginning and end of each day. This will be at 'regular' school times, as determined by the school schedule. This ensures that we, as the local authority, will have the necessary resources available at the specific times that travel assistance are required. LBH appreciates that a young person's educational programme may differ to 'conventional' school timetables, especially in the case of individual's with SEND. In exceptional circumstances, we will put provisions in place. An example of one of these circumstances would be if a differing timetable were to be named as part of a young person's EHCP.

Prior to LBH providing of travel assistance for a young person, we will inform parents/ young person of the schedule around which those arrangements will be made. For example, a child/young person will only be given travel assistance in the mornings if they finish school in the afternoon earlier than the 'regular' school closing time.

Breakfast/ after school clubs

LBH do not provide travel arrangements outside of regular school times and do not provide transport for non-statutory school activities, such as breakfast clubs. In these circumstances, it remains the parent's responsibility²⁴ to provide travel assistance for the child.

There are various reasons why travel assistance isn't provided outside of the 'regular' school times. These include but are not exhaustive to:

- a PA being allocated to the route and this resource not being able to accommodate the different times;
- a young person being allocated to a route with other passengers who do not attend the same club;
- breakfast/ after school clubs not being at the same location as the school;
- club times being inconsistent e.g. a club finishing at 4pm one day and 5pm the next.

LBH will only consider providing travel arrangements for breakfast/ after school clubs where it is logistically viable. An example of this would be where all the young people who are allocated to a particular vehicle all attend the same after school

²⁴ In some instances, schools provide their own transport for these activities. Parents should check with their school prior to contacting LBH regarding this.

club, and the travel providers and PA are able to accommodate the change in times. It is down to the discretion of LBH whether we will provide travel assistance for breakfast/ after school clubs.

Residential schools

Where a young person is attending a residential school, LBH will only provide travel assistance:

- at the beginning of the week;
- at the end of the week;
- at the start of half term/ term
- at the end of half term/ term
- in cases of emergency, with what constitutes an 'emergency' being at the discretion of LBH.

We will not provide travel arrangements for parents or families to visit the school. If parents wish to visit (including the first day of school), they must make their own arrangements or contact the school.

Additional journeys

LBH's transport providers are only permitted to provide travel assistance for young people in the following instances, unless authorised by an officer in the PTS team:

- a journey from a young person's designated pick-up point to their school;
- a journey from a young person's school to their designated drop off point;
- on journeys as per the young person's school schedule, as agreed by LBH.

We will not provide travel arrangements for:

- school trips;
- medical appointments;
- work experience or work placements;
- early collections from school due to a young person's illness;
- visits to other school locations away from the pre-agreed school placement location;
- sports facilities.

Where a person has more than one address, home to school travel assistance will be provided to and from the residence where the individual is habitually and normally resident.

6.9 What to do if a young person's arrangements aren't suitable?

If a parent/ young person feels that the arrangements they receive are not suitable, they should email PTS at school.transport@haringey.gov.uk; stating the reasons that they are not suitable and provide any supporting evidence for this.

They can also follow the 'Appeals' procedure outline in [section 7](#).

7. Appeals

A parent/ young person has the right to appeal decisions that LBH make surrounding their travel assistance arrangements. Reasons to appeal may include but not exhaustive to:

- when an application for travel assistance is refused;
- when LBH proposes arrangements for travel assistance that the parent/ young person does not agree to;
- when LBH changes the existing travel assistance arrangements for a young person that a parent does not agree to.

The appeal process has two stages. Stage one will look at the original decision and assess whether it had the correct outcome. If the person appealing is still not happy with the decision of the stage one appeal, they have the right to proceed with a stage two appeal.

Appendix C (on page 50) displays a flow diagram showing the appeals process.

Each stage of the appeal will assess:

- the nature of the decision reached;
- how the review was conducted (including the standards followed e.g. Road Safety GB);
- information about other departments and/or agencies that were consulted as part of the process;
- what factors were considered in the decision;
- the rationale for the decision reached.

7.1 Stage one appeal

A stage one appeal must be submitted in writing within 20 days of the letter or email refusing travel assistance or proposing changes to existing arrangements. Stage one appeals must be sent to:

School Travel Assistance Appeal,
Special Education Needs,
London Borough of Haringey,
2nd Floor, Alexandra House,
10 Station Road, London,
N22 7TR
or by email to: appeals@Haringey.gov.uk

This appeal will be reviewed by a senior officer within the SEND team at LBH, who were not involved in the original decision. It should contain:

- the reasons why the parent believes the decision should be reviewed;
- any details of supplementary evidence or reasoning that the person appealing believes should be considered when the decision is reviewed.

After the appeal has been reviewed, the outcome may be to:

- uphold the appeal, or;
- not uphold the appeal and continue to refuse travel assistance.

The person appealing will be informed of the stage one decision in writing within 20 days of receipt of the appeal.

If they are not satisfied with the outcome of the stage one appeal, they can proceed with a Stage Two appeal.

7.2 Stage two appeal

A parent/ young person has 20 days from receipt of LBH's decision of the stage one appeal to escalate the appeal to stage two. This must be submitted in writing to:

School Travel Assistance Appeal,
Special Education Needs,
London Borough of Haringey,
2nd Floor, Alexandra House,
10 Station Road, London,
N22 7TR
or by email to: appeals@Haringey.gov.uk

The appeal must be submitted in writing and must include the reasons for challenging the decision of the stage one appeal. It should include any new evidence or documentation that has become available.

Within 60 days of receipt of the parent's request, an independent appeal panel will consider written and/ or verbal representations from both the parent/ young person and the officers involved in the case. The person appealing will be provided with a detailed written notification of the outcome of the stage two appeal, within 5 working days of the panel convening.

The outcome of Stage two appeals are final and there is no further right to appeal.

7.3 Ombudsman

If the person appealing believes that the LBH has failed to follow correct procedures, or if there were any irregularities in the way the appeal has been handled, they have the right to complain to the Local Government Ombudsman.

The Local Government Ombudsman's contact details are:

- 0300 061 0614
- www.lgo.org.uk

If the parent/ young person considers the decision of the independent panel to be flawed on public law grounds, the complainant may also apply for judicial review.

7.4 Important appeals information

During the appeals process, the following will apply:

- no travel assistance will be provided;
- no changes to existence arrangements will be implemented.

Parents/ young people are responsible for providing their own travel arrangements until the outcome of the appeal has been determined.

7.5 Complaints

If parents/ young people wish to make a complaint about the level of service they have received regarding their travel arrangements, they can submit a complaint via the council's dedicated webpage:

<https://www.haringey.gov.uk/contact/council-feedback/make-complaint>

They can also complain in writing to the following address:

Special Education Needs,
London Borough of Haringey,
2nd Floor, Alexandra House,
10 Station Road, London,
N22 7TR

8. General Information

8.1 Behavioural standards

It is the responsibility of LBH to ensure that all children who are provided with travel assistance get to their place of learning safely and ready to learn. To ensure the safety of everyone on board vehicles, it is essential that passengers adhere to a number of behavioural standards whilst travelling to and from school. These standards are outlined by the 'Dos' and 'Don'ts' in Appendix D (page 51).

Where one or more of the behavioural standards are not adhered to by passengers, PTS will conduct an investigation into the alleged incident. Each incident will be investigated on a case-by-case basis, taking into consideration:

- how a child's SEND may have, if at all, contributed to an incident occurring;
- how the current travel arrangements may have contributed to an incident occurring;
- how any other factors contributed to an incident occurring e.g. a change in personal circumstances/ family dynamics/ medication.

The outcome of the investigation will allow LBH to put the necessary measures in place to ensure the health and safety of the individual, other passengers, PAs, and drivers. During the investigation and depending on the severity of the incident, LBH may have to temporarily withdraw travel assistance until the matter has been fully investigated, and/ or until the necessary provisions are put in place to ensure safety of everyone involved²⁵. The withdrawal may be a result of the delay in being able to provide additional resources, such as a one-to-one PA or safety equipment, and updating risk assessments. PTS will endeavour to put the necessary arrangements in place as soon as possible.

It is the aim of the PTS team to facilitate the learning of all eligible children and young people, and we will consider temporary withdrawals only when it is necessary for the health and safety of all the individuals involved.

Prior to any of the outcome of an investigation being enforced, LBH will consult with the parents and the school of the child to:

- inform them of the decision that was reached;
- explain how decision was reached;
- explain how the decision affects their child's school travel arrangements going forward.

Parents/ carers will be responsible for transporting their own children during any period where travel assistance has been temporarily withdrawn.

²⁵ Guidance from the Department for Education states that non-provision of transport during periods of exclusion on behavioural grounds does not mean that LBH is failing in its statutory duties.

During an investigation, PTS will examine evidence from:

- EHCPs
- other professionals, such as case/ social/ health workers
- reports and testimony from drivers, PAs, other passengers, and/ or members of the public who witnessed the incident;
- evidence submitted by parents;
- evidence submitted by schools.

For young people with SEND

LBH understands that young people with SEND may experience challenging behaviours because of their condition(s).

When LBH experiences an incident or an exhibition of challenging behaviour on the travel arrangements we provide, we will work closely with parents and schools to gather more information into the individual's specific needs and how our service can meet them.

We may contact schools to obtain 'Behavioural, Sensory and Communication' profiles for the child, as well as asking parents for their assessment of their child's needs in the form of a 'One Page Profile'. An officer of the PTS team will contact the relevant party i.e. the parent or school, to provide the information where necessary. Both profiles will enable us to cater to the specific needs of the young person and prevent further incidents from occurring in the future.

If a child is still experiencing behavioural issues whilst using the travel assistance we provide, a risk assessment may be conducted by an officer of the PTS team to determine what other provisions may be necessary to allow safe travel of all the parties involved.

8.2 Parental/ carer responsibilities

Overall responsibility for a young person's attendance at school is that of the parent. LBH will endeavour to make travel arrangements for eligible young people that are suitable not only for the individual, but parents and schools alike. Despite this, we cannot change travel arrangements to suit a parent's work schedule. Parents are expected to make other suitable arrangements for someone else to accompany their children as necessary.

In the instances that LBH do provide travel arrangements for a child, it is the responsibility of the parent(s) to ensure:

- the young person is at the 'pick up point' or ready to be collected from home at the allocated time in the morning, unless they are told otherwise by a member of the PTS team;
- a responsible adult is at the drop off point or home of the young person at the end of the day at the allocated time, unless they are told otherwise by a member of the PTS team;
- the young person is brought to the vehicle and parents assist LBH staff with placing them on the vehicle, where appropriate;
- the PTS team is provided with the correct and up-to-date contact information and addresses;
- the PTS is informed, in writing, if there is a change to the 'regular' person collecting their child from the drop-off point²⁶.
- they re-apply for transport and/or notify LBH of the change in circumstances (please see the 'Applications' sections 5 for more details);
- the PTS team are informed as soon as possible if the young person is sick or unable to attend school for whatever reason. Contact information can be found in section 9;
- the young person behaves in accordance with the 'Behavioural standards' of LBH school travel assistance policy (details in section 8.1).
- they treat all members of the school travel assistance team with courtesy. This includes but is not limited to office staff, PAs, travel buddies and/or drivers.

LBH do not deem it sufficient for parents to inform a PA, travel buddy or driver of any changes in circumstances, such as home address or contact information. We require formal correspondence to put the necessary arrangements in place.

Parents failing to meet the above consistently may result in the young person's eligibility for travel assistance to be reviewed and/or suspended until suitable measures can be put in place.

Failure to attend home/ collection point

In instances where a parent is not at home or the pick-up/ drop-off point at the designated time to collect the young person, the vehicle will wait three minutes from the arrival time. If the parent doesn't arrive, the vehicle will drop the other passengers on board the vehicle off and after this, attempt to drop-off the young person again. In the interim, our office and/or the PA will attempt to contact the parent. It is therefore important that the PTS are provided with the latest contact information for parents.

²⁶ Without confirmation in writing, Haringey *WON'T* allow the child to be handed over. This is for the safety of the children.

If a parent or responsible adult is still not at the pick-up/drop-off point after this final attempt, the young person will be taken to a point of safety, such as a police station²⁷.

The parent is responsible for collecting the young person from this location and are liable for any associated costs.

Persistent failure of a parent to be at the pick-up/ drop-off point or home, may result in the suspension of travel arrangements for the individual until there is a resolution to the issue.

Some Post-16 young people do not require a parent to pick them up/ drop them off. A child will only be allowed to travel to/ from the pick-up & drop off point if:

- we have received written confirmation from the young person's parent that this arrangement is appropriate;
- it is suitable based on the young person's need²⁸.

The overall decision as to whether a young person needs a parent to escort them to and from pick/up/ drop off points is LBHs.

8.3 Adverse Weather

LBH will endeavour to reduce the impact that adverse weather may have on the service but in the event of severe weather conditions such as snow, storms, and/ or flooding, we may:

- inform the parent/ young person that the 'regular' service the passenger is allocated to may be delayed;
- change the vehicle a young person is allocated to;
- change the PAs/ drivers allocated to the vehicle;
- change the type travel arrangements in place for a young person;
- cancel the travel arrangements in place for a young person.

Parents/ young people will be informed as soon as possible by an officer of the PTS team when either of these occur.

We will only cancel travel arrangements when it is deemed necessary to guarantee the health and safe of the passengers, PAs and, drivers on the vehicle. If parents have been advised that travel arrangements have been cancelled for the passenger's morning journey, LBH cannot guarantee that arrangements will be in place for the afternoon journey.

²⁷ This will only be the case where a young person needs to be collected by a responsible adult and/ or if it is deemed necessary for the young person's safety.

²⁸ This will be determined by a member of the PTS team.

Parents/ young people who have chosen to travel to school by their own arrangements during severe weather conditions, should ensure that they have confirmed return transport arrangements for the return journey before attending school on that day.

8.4 Medication

Members of transport staff, such as PAs and drivers, are not permitted to carry or administer medication, or to replace medical accessories (for example, gastrostomy or tracheotomy tubes) on board vehicles. There is no statutory duty for agents of LBH to administer medication whilst on school travel assistance.

We do expect PAs and/ or drivers to promote the health and safety of all of the service users in their care.

All members of the PA team have received accredited emergency first aid training. This is refreshed within the designated timescales, or where it is deemed necessary by the PTS team. This training covers a wide range of topics, including but not exhaustive to:

- cardiopulmonary resuscitation (CPR);
- managing an emergency;
- general injuries e.g. cuts;
- dealing with instances of choking;
- identification and management of seizures;
- dealing with an unresponsive person;
- managing symptoms of shock;
- choking.

As a part of their application for transport, a parent/ young person is required to provide LBH of any information regarding the medical needs of the passenger. It is vital that this is done to ensure that we accommodate the needs of every eligible young person accessing school travel assistance. For the safety of the passenger, failure to provide the requested information may result in a delays in provisions being put in place and/ or temporary withdrawal of travel assistance services until the required information is obtained.

What happens in the event of a medical emergency?

In the event of an emergency, the protocol is for PAs and/ or drivers to contact emergency services by calling 999. They are expected to ask for a paramedic crew to attend the location of the incident and follow any of the guidance given by the medical professionals on the call.

By parents providing us with the most recent information pertaining to a passenger's medical conditions, we are able relay the correct information to attending paramedics.

It is for parents/ young people to decide whether they wish to travel on these terms.

Children/ young people with complex or acute medical needs

Some passengers have complex or acute medical needs that requires a suitably trained medical professional to accompany them for the duration of their school journey. PAs who are employed by LBH are trained in basic first aid, which they are expected to administer in the event of an emergency whilst on board the vehicle, and as such they are not expected carry out any duties relating to complex medical needs such as tracheostomies.

Where a child/young person has complex or acute medical needs that the existing PA team are not trained or qualified to deal with, LBH will fund a medically trained professional to accompany them for the duration of their school journey. Children with complex medical needs who require a medically trained professional to accompany them on the journey will not be able to travel without one.

If a child/young person already has specialist care in place to accommodate their needs, parents should let the PTS team know of these arrangements. LBH may be able to organise for these carers to accompany the child/young person on their journey, at the council's expense, thus allowing for continuity of services for the child/young person. It is therefore essential that parents include any medical/ carer needs of the child, and update the PTS of any changes.

In order to determine the needs of the child, we will:

- consult their EHC plan;
- use information contained within the application for travel assistance;
- risk assessments conducted by PTS officials;
- consult with the individual's school about their needs;
- correspondence with the parents.

8.5 COVID-19

Young people and parents should follow public health advice on when to self-isolate and what to do. National and local guidance is subject to change therefore current guidance at the time will apply. PTS will review the processes and procedures regarding how it deals with COVID 19 based on these guidelines and will inform parents when this changes.

Things to consider

The safety of passengers is main priority of the PTS team. However, in order to provide the necessary arrangements for the numbers of children and young people requiring school travel assistance, we have to group passengers together on communal buses. As described above (section 8.5), there are measures we are putting in place as a local authority to reduce the spread of COVID-19, but there is an inherent risk involved with these sorts of travel arrangements.

Consequently, parents/ young people may wish to make their own arrangements with the support of a PTB (more information in section 6.4). This is the safest way for a child to travel to school. In instances where a young person is already receiving travel assistance from LBH i.e. by taxi, bus, or travel training, but wish to be allocated a PTB instead, it is down to the discretion of the council to determine whether the individual will be allocated a PTB, based on the best use of LBH's resources.

We do acknowledge that this is not possible for all parents/ young people and in this case, LBH will arrange for travel assistance for those who are eligible. We will endeavour to reduce the risk of COVID-19 to passengers as much as possible, but cannot guarantee their safety in this regard. It is for parents to decide whether they wish for their child to travel on these terms.

9. Contact Information

Passenger Transport Service (PTS)
Alexandra House - 2nd Floor
10 Station Road
Wood Green
N22 7TR

Email: school.transport@haringey.gov.uk

Contact number: 0208 489 5629

Please note that general enquiries should try to avoid calling at peak times such as 07.00am-09.00am and 2.30pm-4.00pm. If a query is urgent, the PTS team will endeavour to respond as soon as possible.

10. Links

Haringey local offer for young people with SEND 0-25

<https://www.haringey.gov.uk/children-and-families/local-offer/5-15-year-olds/school-transport>

Haringey application page

https://eforms.secure.haringey.gov.uk/ufs/TRANSPORT_AND_TRAVEL.eb?ebd=0&ebp=10&ebz=1_1636535537036

D of E guidance on home to school travel assistance for children

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/772913/Post16_transport_guidance.pdf

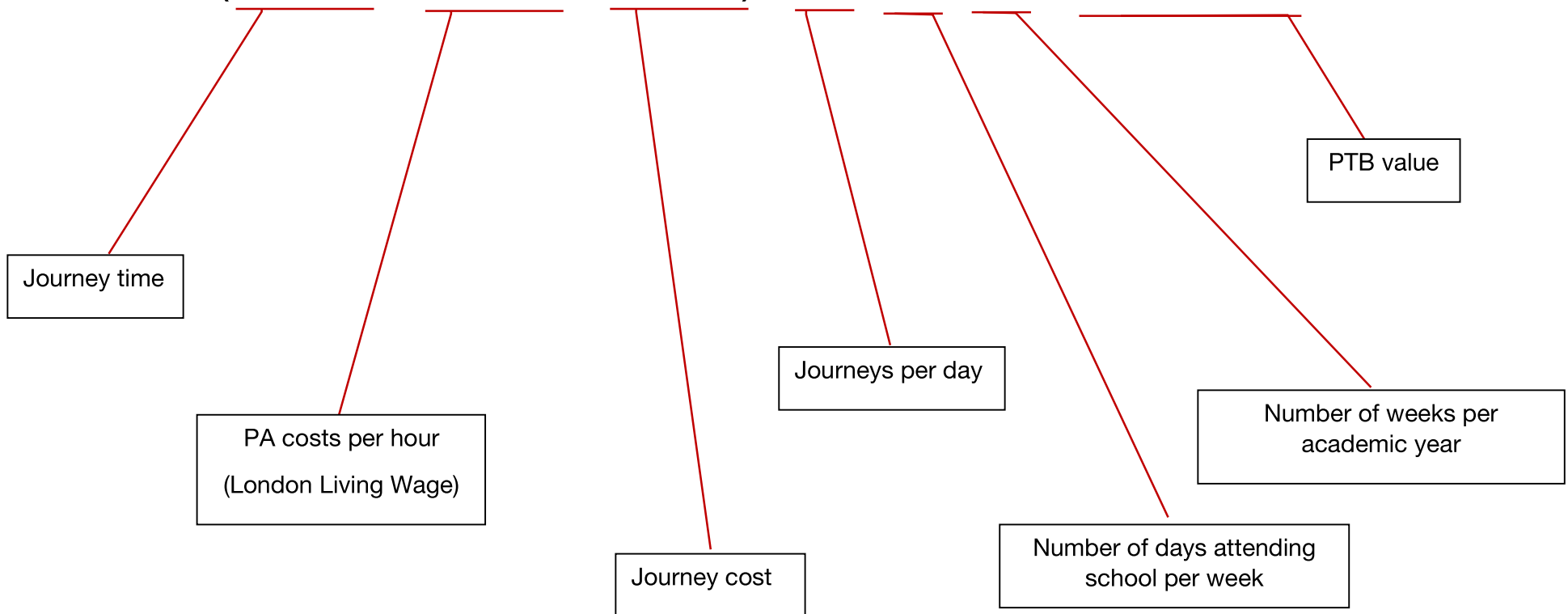
Care act guidance

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

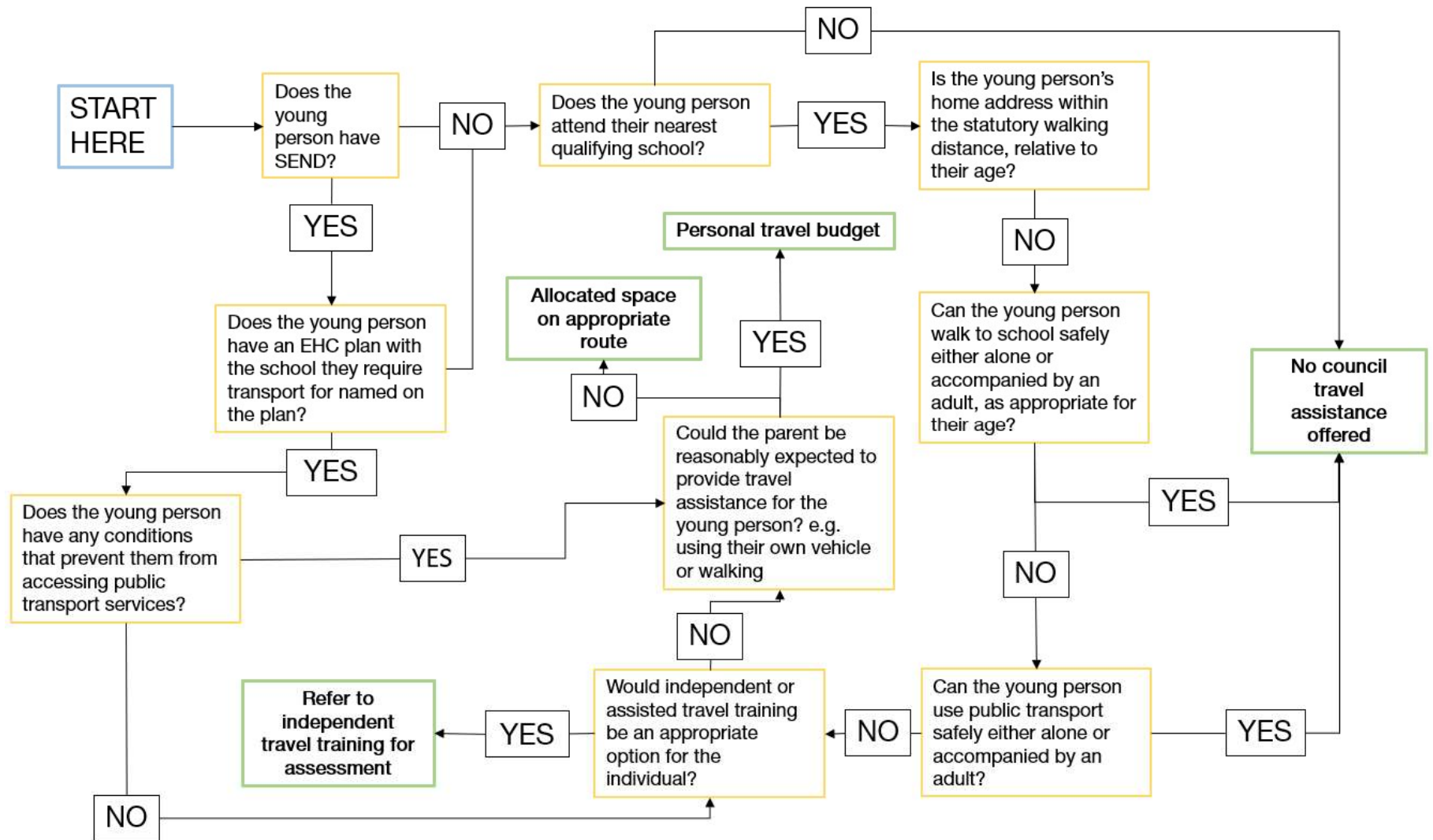
11.1 Appendix A

Scenario 1: the duration of a young person's journey to school is 30 minutes. They travel with a PA and use the train to get to school (which costs £1.50 for the young person and £3 for the PA per journey). The young person attends school 4 days per week, 39 weeks per year.

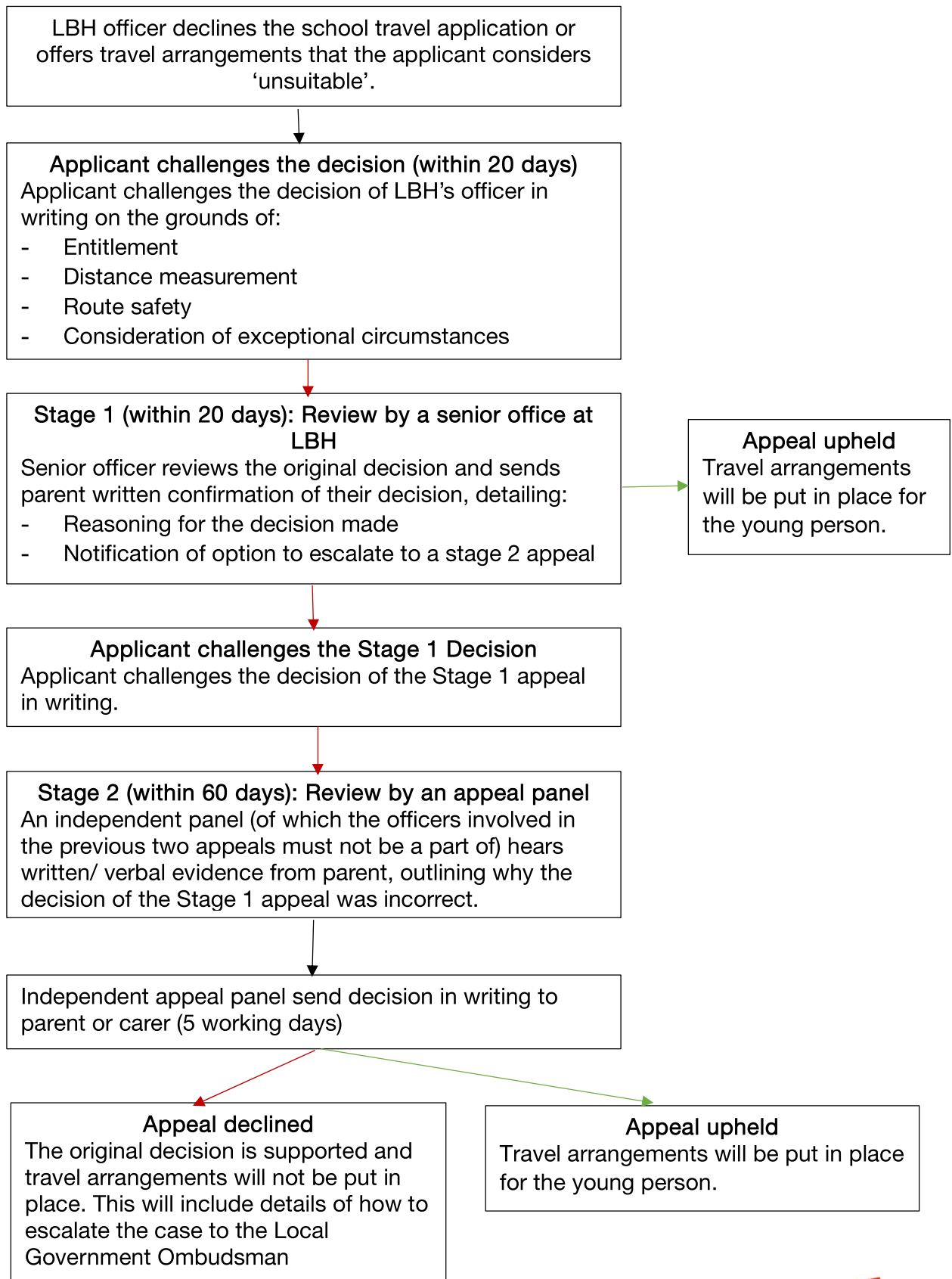
$$(0.5\text{hrs} \times \text{£}11.05 + \text{£}4.50) \times 2 \times 4 \times 39 = \text{£}3,127.80$$



11.2 Appendix B



11.3 Appendix C



11.4 Appendix D

Below is a list of behavioural standards that passengers must adhere to whilst travelling on LBH transport:

Dos

Service users must:

- remain in their seat at all times;
- wear their seat belts at all times;
- follow the instructions of the PA and/or driver (where applicable).

Dont's

We ask that service users do not:

- be verbally abusive to drivers, PAs, other passengers or any other member of the public whilst in or around the vehicle;
- behave in a way that may create danger to themselves or other passengers;
- cause damage to the vehicle itself;
- abscond from the vehicle;
- eat or drink on the vehicle, unless there are exceptional circumstances²⁹
- use mobile devices to take pictures or video recordings whilst in or around the vehicle³⁰;
- exhibit behaviour of a sexual nature;
- spit at or fight with other service users.

²⁹ This is for health and safety reasons. We must be informed by a parent or carer of any reasons why a service user needs to eat on the vehicle. This may include medical or religious reasons.

³⁰ This is for the safeguarding of other passengers.