

## Our free travel support to help children get to school



**Easy read booklet**

# Who we are and what we do



We are the **London Borough of Haringey**.



We give free travel support to children who go to school and need extra help to get there.



This booklet tells you the most important information about

- who can get our free travel support.
- the support you can get.



You can find more information in **Haringey's Home to School Travel Assistance Policy**.

# Our aims



We want our free travel support to

- keep children safe.



- use ways to travel options that are better for our planet like walking, cycling, buses and train.



- help children learn new skills and be more **independent**.



**Independent** means you can do things for yourself.

# Who can get our free travel support



We give free travel support to children who are 0 to 16 years old.



16

We give it for the whole school year that includes a child's 16<sup>th</sup> birthday.



Children who are less than 5 years old will not usually get our free travel support.

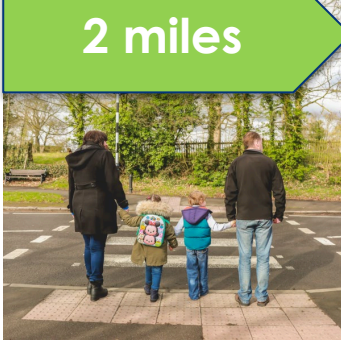


Some children who are less than 5 years old will get our free travel support if they are in a very difficult situation.



You can get our free travel support to help your child get to school if your child

2 miles



- is **less than 8 years old** and travels more than 2 miles from home to school. They must go to the closest school that's right for them.

3 miles



- is **more than 8 years old** and travels more than 3 miles from home to school. They must go to the closest school that's right for them.



- can't walk to school because the way to get there isn't safe.



- can't travel to school because they have a disability or Special Educational Needs, even if they are with an adult they trust.



You can also get our free travel support to help your child get to school if



- your family is **in crisis** and hasn't got enough other support.



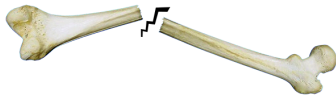
**In crisis** means you and your family find it hard to do important daily things like getting your child to school.



- your child has a **mental health problem**.



A **mental health problem** can affect how your child feels, thinks and behaves. This might mean your child needs help or support to do daily activities.



- your child has a health problem for a short time.



- your child has a disabled parent or **carer**.



A **carer** looks after and supports another person who needs help with their daily life.



- your child has moved house because of **domestic violence**.



**Domestic violence** is when someone in your family or your partner hurts you.

# The free travel support you can get



Our free travel support includes



- travel by taxi or a special bus service.



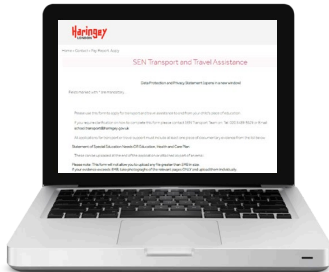
- training to give your child the skills they need to travel independently.



- money to pay for travel or petrol costs.



# How to ask for our free travel support



To ask for our free travel support to help your child get to school, go to **our website** and fill in the form.



If you already get our free travel support, you need to fill in the form again if

- your child has moved house.
- your child has changed school.
- your child is moving from nursery to primary school.
- your child is moving from primary school to secondary school.
- your child is 16 years old or more and staying at the same school or moving to a new school or college.





We will tell you as soon as we can if you will get our free travel support, but you might have to wait for a month.



If you want our free travel support for a new school year, you must fill in the form on our website before the **cut-off-date**.



The **cut-off date** is the last date you can ask for our free travel support for the new school year.



If you ask for our free travel support for a new school year after the cut-off date, we will still help you, but the support might be different.

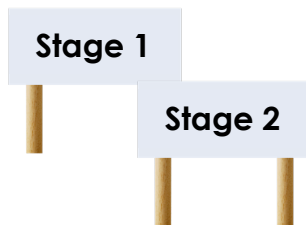


It might not begin at the start of the school year and the type of support we give you at the start might change.

# What to do if you are unhappy with our decision



If you are unhappy with our decision when you ask for our free travel support, you can **appeal**. **Appeal** means you ask us to look at our decision again to see if it's right.



If you appeal there are 2 parts, called **stages**.

- Stage 1 Appeal.
- Stage 2 Appeal.



If you are still unhappy after your appeal, you can get in touch with the **Local Government Ombudsman**.



The **Local Government Ombudsman** will look at our decision again to see if they think it's right.

# If you want to complain



If you **complain**, it means you tell us you are not happy with the service we have given you.

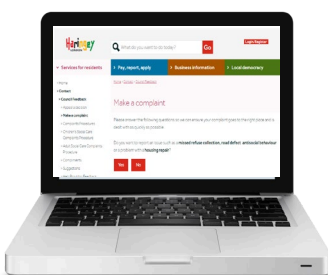


To complain to the **Passenger Transport Service team**

send an email to this address  
[school.transport@haringey.gov.uk](mailto:school.transport@haringey.gov.uk)



or call this telephone number  
**0208 489 5629**



To complain to the **London Borough of Haringey** go to the **complaints page on our website**.

# What to do if you have any questions



Write to us at this address  
**Passenger Transport Service (PTS)**  
**Alexandra House - 2nd Floor**  
**10 Station Road**  
**Wood Green N22 7TR**



Send an email to this address  
[school.transport@haringey.gov.uk](mailto:school.transport@haringey.gov.uk)



Call this telephone number  
**0208 489 5629**



Try not to call us between 7am and 9am, or between 2.30pm and 4pm because we are very busy then.

If you need help quickly, we will try to get in touch with you as soon as we can.

Thank you to A2i for the words  
**www.a2i.co.uk** (reference 35864)

The full version of this document is called  
**“London Borough of Haringey  
School Travel Assistance Policy.  
Children and Young People up to 16 Years of  
Age in Compulsory Education”**