

## **APPENDIX 1:**

**Promoting independence, enabling mobility:**

**Haringey's Travel Policy 2017**

## Contents

|  | Page No.  |
|--|-----------|
| <b>1. Introduction</b>                                   | <b>3</b>  |
| 1.1 Background   | 3         |
| <b>2. Policy Statement - Children and Young People</b>   | <b>4</b>  |
| 2.1 Introduction   | 4         |
| 2.2 Purpose  | 5         |
| 2.3 Eligibility Criteria for access to travel assistance | 5         |
| 2.4 Travel beyond the statutory walking distances        | 7         |
| 2.5 Nature of the Route                                  | 7         |
| 2.6 Travel to alternative provision                      | 8         |
| 2.7 Individual circumstances                             | 8         |
| 2.8 Free School Meals                                    | 8         |
| 2.9 Parental preference on the grounds of religion       | 8         |
| 2.10 Children and young people with SEND                 | 9         |
| 2.11 Travel Assistance Allocation                        | 11        |
| 2.12 Pickup and Drop Off                                 | 11        |
| 2.11 Entitlement   | 11        |
| Standard   | 11        |
| Non standard   | 12        |
| <b>3. Policy Statement - Adults</b>                      | <b>12</b> |
| 3.1 Introduction   | 12        |
| 3.2 Policy Principles                                    | 13        |
| 3.3 Eligibility  | 13        |
| 3.4 Charging   | 14        |
| 3.5 Roles and Responsibilities                           | 14        |
| 3.6 Risk Assessment                                      | 14        |
| 3.7 Personal Budgets                                     | 15        |
| <b>4. Travel Assistance Options</b>                      | <b>15</b> |
| <b>5. Quality and Performance of the Policy</b>          | <b>16</b> |
| <b>6. Reviews, Appeals and Complaints</b>                | <b>16</b> |
| Children and Young People                                | 16        |
| Adults   | 18        |

## **Promoting independence, enabling mobility: Haringey's Travel Policy**

### **1. Introduction**

Haringey Council has developed a single travel policy to cover travel arrangements for all eligible children and young people with a special educational need and or disability and adults in receipt of adult social care and support to facilitate attendance at education and services. This Travel Policy sets out both the policy framework and the procedures for travel assistance including eligibility criteria, entitlement, how parents/carers/service users may apply, how decisions are made and how parents/carers service users may appeal against decisions with which they are unhappy.

The policy offers a single approach to travel assistance for children and young people attending school or college. The aim is to ensure that the service received and the user experience are consistent and that the most efficient, effective and suitable travel assistance is provided. Haringey Council expects all pupils to travel to their education provision by walking where possible, wheel chairing or making use of the free travel available on London Transport. Haringey Council also provides travel arrangements through a variety of options to people with learning disabilities, mental health needs, physical disabilities, frailty and dementia across the borough. This policy outlines how we will move towards a consistent and equitable way of supporting such people in the provision of Council funded travel.

Haringey Council is committed to reducing improving road safety and reducing the environmental impact of vehicle journeys by promoting alternative forms of travel, such as walking, wheel chairing, cycling and use of integrated public transport. Wherever possible, in the provision of travel assistance the Authority will consider travel options for 'eligible children and adults' that lead to reducing the number and length of vehicle journeys.

The policy is intended to provide clarity for parents and service users in a wide range of circumstances, and to ensure that those with particular and significant needs are appropriately supported. References in this Policy to "parents" are to parents, carers or legal guardians. The Policy is divided into two main sections Children and Young people (0 to 18 years) (including continuing learners who started their programme of learning before their 19<sup>th</sup> birthday) and Adults with Learning Disabilities and Disabilities (18+)

#### **1.1 Background**

Our three year Corporate Plan, Building a Stronger Haringey Together, sets out the vision and priorities for the Council over the next three years. Its underpinning principles of empowering communities to enable people to do more for themselves and promoting equality to enable each young person to thrive and to achieve their potential are reflected in this Travel Policy.

As well as seeking to ensure every child has the best start in life and that adults are enabled to lead healthy and fulfilling lives, the Council is also committed to improving our environment and to making Haringey one of the most cycling and pedestrian friendly boroughs in London.

This policy has been drafted therefore to promote independence and to enable mobility for children, young people and adults with additional needs and disabilities who may not be able to access mainstream transport without assistance. This policy has been drafted to support wider policy imperatives of independence, personalisation and self-reliance and to ensure that all children, young people and adults are empowered to be as independent as possible.

This policy offers the opportunity to support a key aim of the Special Educational Needs and Disabilities Reform 2014 which is preparing children and young people with special educational needs (SEN) and disabilities for adulthood. Being supported towards greater independence and employability can be life-transforming for children, young people and adults with SEN. Preparing for adulthood includes preparing for independent living and being as healthy as possible in adult life, themes echoed in Haringey's Health and Wellbeing Strategy with its focus on obesity, long term conditions and mental health and wellbeing and in the Corporate Plan.

## **2. Children and Young People**

### **2.1 Introduction**

This section of the policy explains the entitlement to travel assistance for children and young people up to the age of 19 (including continuing learners who started their programme of learning before their 19<sup>th</sup> birthday) and up to 25 for those who have a statement of Special Educational Needs or an Education, Health and Care (EHC) Plan and who are in education or training. It has been developed in the context of the Special Educational Needs and Disabilities (SEND) reforms under Part 3 of the Children and Families Act 2014 and a new Code of Practice, the *Special educational needs and disability code of practice: 0 to 25 years* which set out respectively the duties and guidance for local authorities, schools and others in respect of these reforms, including in respect of travel. Under these reforms, there are a number of key principles for children and young people with special educational needs and/or disabilities. The following relate directly to travel assistance:

- To give more importance to the views, wishes and feelings of children and young people and their families.
- To offer support which enables children and young people with SEND to achieve the best possible educational progress, and have choices in their lives as they grow up.
- To ensure the EHC plan is relevant from birth to 25 years where appropriate

The aim of this policy is to support all children, young people and adults with significant SEND to lead lives that are as independent and as free from restriction as possible. The criteria for granting travel assistance will be based on what is best for each person in supporting their development to achieve independent travel.

In light of the above, Haringey Council expects pupils/students to travel to their learning provision using local arrangements by walking, wheel chairing or making use of the free or concessionary travel available on London Transport. This policy sets out in what circumstances Haringey Council will agree home to facility travel assistance.

The Policy does not affect, remove or reduce the legal responsibility of parents to ensure that their children attend school regularly.

The Authority also has a duty to ensure that all arrangements make best use of its resources. If the Authority agrees to provide travel assistance it will be provided in a safe and cost effective manner taking account of the child's specific needs and working closely with parents/carers, schools and other agencies to oversee the application of this policy and the allocation of travel assistance.

This policy is designed to be consistent with the Council's legal obligations as set out in the Government's Home to School Travel and Transport Guidance. If there are any inadvertent differences between this Policy and the underlying legislation, then the legislation will of course take precedence, wherever the legislation imposes a higher duty on the local authority.

The Council must make decisions in accordance with the relevant provisions which are (primarily) in Sections 509AA, 509AB, 509AC, 509AD, and 509A, Schedule 35B of the Education Act 1996 (as amended). The Act provides that a duty to provide free school transport will be owed by the Local Authority to a child of compulsory school age in its area who is an “Eligible Child” and either (i) no travel arrangements relating to travel in either direction between his home and school are provided free of charge by any other person, or (ii) such arrangements are not suitable for the purpose of facilitating attendance at school.

In addition, parents should note their responsibility to ensure that their child/children attend school under Section 444 of the Education Act 1996 – this includes making the necessary travel arrangements to get their child/children to and from school. The initial onus therefore rests with parents to make travel arrangements but to ask for assistance from the Council where this is not possible or where the parent considers that the responsibility should fall on the Council. The Council will make an assessment to identify eligibility for assistance in line with the law and its published criteria as set out in the policy below.

The Council will assist parents with travel arrangements after an assessment has been carried out and it has been proved that the service user meets the criteria outlined in this document.

## **2.2 Purpose**

This policy is aimed at promoting the maximum possible independence for the service user, and sets the criteria that will be used to assess whether the service user’s travel needs can be met best through independent travel arrangements or whether assisted travel services are necessary.

## **2.3 Eligibility Criteria for access to travel assistance where there are special educational needs, a disability or mobility problems**

Eligibility is based on the needs of the child, and not family circumstances such as parental employment responsibilities. However, the Authority may take family circumstances into account when considering the type of travel assistance to be offered provided that it is consistent with the efficient use of resources (including routing).

A child or young person will normally be eligible for travel assistance under this policy if the child or young person:

- a) Has a statement of Special Educational Needs or an Education, Health and Care (EHC) Plan; or
- b) Has a disability for the purposes of the Equality Act 2010 (e.g a significant learning, physical or sensory disability) or mobility problems; and
- c) His/her special educational needs or disability affects his/her capacity to travel independently; and
- d) S/he attends a school that the Authority has determined or is named in the Statement or EHC Plan as being the nearest available school that is able to meet the needs of the child

A child or young person may be eligible for travel assistance if the child or young person:

- a) Has a Statement or EHC Plan, lives within the statutory walking distance but is unable to travel to school owing to disability or mobility problems (including temporary medical conditions) and family circumstances make it impossible for the parent to take the child to school.
- b) Has a significant learning, physical or sensory disability affecting capacity to travel independently.
- c) Lives further than the statutory walking distance between home and school (ie over 2 miles for children under eight years of age or over 3 miles for children aged eight years old and over).
- d) Attends a school that the Authority has determined or is named in the Statement or EHC Plan as being the nearest available school that is able to meet the needs of the child.
- e) Attends a school chosen by the parents on the grounds of a recognised religion or belief and there is evidence of adherence to that religion and the first preference was for a denominational school and the denominational school is the nearest available for the pupil's age group and the denominational school can meet the needs of the child.

Other than in exceptional circumstance a child or young person will not be eligible for travel assistance under this policy:

- a) Where the pupil is not attending their local mainstream school, or the closest special provision or as named in their statement and the school is one of parental preference (except when the preference is on religious or belief grounds – see above).
- b) Where the parent has requested that the Statement or EHC Plan names a school that is not the nearest available school able to meet the child's needs as deemed by the Authority.
- c) When travel assistance is being requested solely to facilitate attendance at school. It is a parental responsibility to ensure their child/children attend school regularly.
- d) For Pupils aged 14 or older who have a Statement or EHC Plan, vehicular transport (school bus or taxi) will not be offered. If the statutory walking distance criteria are met then the Authority may offer petrol reimbursement for parents or a travelcard. Examples of exceptional circumstances where the pupil would be eligible for travel assistance under this policy would include where the pupil had severe learning difficulties or profound and multiple learning and physical disabilities.
- e) Children in Early Education Settings/Pre-school Children (under the age of 5 are eligible to travel free on public transport when accompanied by a fare-paying passenger. An example of exceptional circumstances where the child would be eligible for travel assistance under this policy would include where there is a profound need for such assistance.
- f) For young people over the age of 19 attending further education, provision of transport will be the responsibility of Haringey Council's Adult Care Services (ACS). Such arrangements will form part of their transition into adulthood plan.
- g) When travel assistance is being requested solely because a child is being raised by a lone parent.

- h) When travel assistance is being requested solely because a parent or parents are disabled for the purposes of the Equality Act 2010. An example of exceptional circumstances where the child or young person would be eligible for travel assistance under this policy would be where the parent(s) can demonstrate with medical evidence that they have a disability which prevents them from accompanying their children along a pedestrian route, in circumstances where adult accompaniment is necessary to make the route safe.
- i) Where a child does not have a Statement or an EHC Plan and cannot attend school for a diagnosed medical condition. For further information, the parent will need to contact Haringey Council Customer Services.

Where families of children likely to be affected by this policy live at more than one address, they must be clear which home is the child's main home for travel assistance purposes. The Council may require proof that this address is the child's main home as travel assistance will not automatically be provided in respect of more than one home.

## **2.4 Travel beyond statutory walking distances**

Local authorities must provide free home to school travel assistance for children aged between 5 and 16 years if their nearest suitable school is further away than the statutory walking distances, which are:

- 2 miles for pupils aged under 8.
- 3 miles for those aged 8 and over.

A 'suitable school' is defined as "a school with places available that provides education appropriate to the child's age, ability and aptitude and to any special educational needs the child may have".

Please note however, that if parents choose a school which is further away than a suitable one where a place is available and that chosen school is beyond the statutory walking distances from their home, they will be responsible for their own travel assistance.

## **2.5 Nature of the Route**

Local authorities are required to offer travel assistance to children registered at a school within statutory walking distance of their home but, having regard to the nature of the routes which they could reasonably be expected to walk, cannot reasonably be expected to walk them, and no suitable arrangements have been made to enable the child to attend a nearer school.

## **2.6 Travel to Alternative Provision**

Pupils aged 14-15 who have been placed in alternative provision by their school are expected to make use of free travel on buses and trams operated by Transport for London. However pupils can apply to the governing body of their school to cover the costs of travel on the London Underground or Overground network if :-

- a journey by bus will take longer than an hour during peak hours as calculated using the TFL Journey Planner ([http://journeyplanner.tfl.gov.uk/user/XSLT\\_TRIP\\_REQUEST2?language=en](http://journeyplanner.tfl.gov.uk/user/XSLT_TRIP_REQUEST2?language=en)) ;or
- they consider there are other circumstances which make a journey by bus unsuitable

Pupils aged 14-15 who have been placed in alternative provision by Haringey Council are expected to make use of free travel on buses and trams operated by Transport for London. However pupils can apply to Haringey Council to cover the costs of travel on London Underground or Overground network if :-

- a journey by bus will take longer than an hour during peak hours as calculated using the TFL Journey Planner ([http://journeyplanner.tfl.gov.uk/user/XSLT\\_TRIP\\_REQUEST2?language=en](http://journeyplanner.tfl.gov.uk/user/XSLT_TRIP_REQUEST2?language=en)) ; or
- they consider there are other circumstances which make a journey by bus unsuitable

Where the pupil is unable to travel to the alternative provision then Haringey Council will facilitate transportation

## **2.7 Individual circumstances**

Where there are reasons relating to the child's health or social needs (as supported by documentary evidence) which Haringey Council deem as exceptional, travel costs will be met or travel arrangements will be made . Each case will be considered on an individual basis bearing in mind the individual circumstances of each particular case.

## **2.8 Free school Meals**

Pupils are entitled to free travel assistance where they are entitled to free school meals or their parents are in receipt of maximum Working Tax Credit if the nearest suitable school is:

- Beyond 2 miles (for children over the age of 8 and under 11).
- Between 2 and 6 miles (if aged 11-16 and there are no more than three suitable nearer schools).
- Between 2 and 15 miles and is the nearest school preferred on the grounds of religion or belief (aged 11-16).

## **2.9 Parental preference for particular schools or educational institutions on the ground of religion or belief**

A child or young person will normally be eligible for travel assistance under this policy if:

- The child or young person attends a school chosen by the parents on the grounds of a recognised religion or belief.
- There is evidence of adherence to that religion by the parents.
- The parents' first preference was for a denominational school.
- The denominational school is the nearest available for the pupil's age group.
- The denominational school can meet the needs of the child.

## **2.10 Children with Special Educational Needs and or Disabilities (SEND)**



This section explains what travel assistance will be provided for children and young people with a Statement of Special Educational Needs (SEN) or disabilities or an Education Health and Care Plan, or with mobility problems, if they could not reasonably be expected to travel to school/college independently and even if the journey is within the statutory walking distance described above.

Having a Statement of Special Educational Needs or an Education, Health and Care Plan does not necessarily provide entitlement to free travel. Requests will be considered for children with special educational needs, a disability as defined by the Equality Act 2010 or mobility problems, who:

- Live within the statutory walking distance, but cannot reasonably be expected to walk to the school; and
- Cannot be placed by the Local Authority at a suitable school nearer to his/her home;
- Have needs such that public transport is not a suitable method for them of travelling between their home and the school.

If possible, Haringey Council will always aim to enable children to walk, wheel or use public transport independently by the age of 16 or earlier.

The entitlement to travel assistance for children and young people who meet these criteria varies according to their age group as follows:

➤ Pre-School children with a statement of SEN under the age of 5

There is no legal requirement for the Local Authority to provide travel assistance for children under the age of 5 to travel between home and school. The LA expects that children under the age of 5 will be taken to their educational provision by a parent.

Children under the age of 5 can travel free at any time on the Underground Railway (tube), Docklands Light Railway, buses, trams, London Overground, and Emirates Air Line cable car, as long as they are accompanied by an adult with a valid ticket.

In exceptional circumstances, where a child has a statement of special educational needs, the Local Authority will provide travel assistance, after looking at the individual circumstances and the individual merits of the particular case,

For children without a statement of SEN and are not eligible for LA travel arrangements, Haringey may offer support, depending on availability.

➤ Children with SEND aged 5-16

The Local Authority will make a decision for children with a Statement of Special Educational Needs, an Education, Health and Care Plan, or disabilities as defined in the Equality Act based on a number of key factors which include:

- distance from home to school; and
- the needs of the child (whether the child has physical, learning and/or mental health needs which mean they cannot walk or access public transport);

Any travel assistance will only be provided for travel to a qualifying school.

A qualifying school means one that can meet the child's needs and is nearest to their home. The Local Authority is not obliged to pay the travel assistance costs for a child to travel to a school, if a school nearer to the child's home can meet the child's needs. If the parent(s)

expresses a preference for a school which is further away, the presumption would be for parent(s) to pay the costs of travel arrangements in respect of that school. However, in deciding whether to pay these costs, each case will be considered by the Council on an individual basis bearing in mind the individual circumstances of each particular child or young person.

➤ Children and young people with SEND aged 5-19 in educational residential placements

A residential school is a specialist provision which caters for pupils with special educational needs and/or disabilities, who receive overnight accommodation (usually over a 38 week period).

Haringey Council will reimburse the parents their reasonable costs of accompanying their child to and from school via public transport. The costs of second-class, not first-class, train travel will be reimbursed. Reimbursement will be made for journeys taken at the start and end of term, of half term holidays and for parents to attend the Annual Review meeting. Reimbursement will be dependent on production of valid receipts.

Parents may wish to transport their child to school by car. Where Haringey Council agrees to this arrangement, the parent will be reimbursed their reasonable fuel expenses, if this is an additional/different journey to that undertaken to take other children in the family to their schools. In the event of illness of the parent then they should accept full responsibility and make alternative arrangements to transport their child to and from school.

➤ Young people and adults with SEND aged 16 – 25

For young people with statements of SEN or Education Health and Care Plans who move from schools to Further Education colleges at age 16, and who were given travel assistance support until the end of their school studies, travel assistance provision will be reviewed. Where Haringey Council has decided that it is necessary to continue to provide travel assistance, it will, in addition, consider whether it is necessary to provide an escort to supervise the young person's journey. This will depend on, amongst other matters, their age and general behaviour.

The majority of Haringey Council pupils with a Statement of SEN or EHC Plan do not receive or require specialised travel assistance from the Authority. Wherever possible the Authority expects parents of pupils with a Statement of SEN or EHC Plan to make arrangements for their child to attend school in the same way as for parents of pupils without a Statement of SEN, as this is an important factor in developing the pupil's independence, social and life skills. To assist with facilitating independence, young people of compulsory school age (including students in full time education up to the age of 18 years) are entitled to free travel on buses and trams operated by Transport for London. Young people with special educational needs and/ or disabilities where free travel on buses and trams is not suitable, but where there is a long term plan to achieve as much independence as possible, including travel, will be eligible for travel assistance.

## **2.11 Travel Assistance Allocation**

Haringey Council will allocate travel assistance in the most cost-effective manner. Pupils will be expected to travel with other children attending the same, or nearby school, unless there are compelling reasons for individual travel, (eg no travel sharing options available, significant challenging behaviour and/or significant medical needs). The Local Authority

where agreed will provide home to school travel collecting identified children and young people from agreed designated pick up points or bus stops and where not appropriate then from designated home addresses.

Haringey Council has an ongoing responsibility to ensure value for money. Therefore the mode of travel assistance offered will be regularly reviewed, and will not necessarily remain the same for the duration of eligibility.

Generally, travel provision will not be made other than at the beginning and end of the normal school day. However there are some instances where this can be waived if this will benefit the young person's educational development (for example, where a child has to attend an after school class as part of their education, or related work experience/ examinations at a different location other than the school). In cases of exclusion, illness etc, when a child has to go home during the course of the school day the school's governing body, or parent would be responsible for travel.

Where the Authority decides to issue a travel card, it will be available for collection at the beginning of each term from the education establishment that the child attends. In order to collect a travel card, the pupil and/or parent must present a current photo card.

## **2.12 Pickup and Drop off**

The Council where agreed will provide pick up and drop off, collecting identified service users from agreed designated group pick up points or bus stops. The vehicle will arrive at the designated pick up or drop off point at agreed times [+/- 5 minutes]. Parents/carers who bring the service user late to the drop off point will be expected to bring the service user to the school or centre themselves.

## **2.13 Entitlement**

### **Standard**

Children in Early Education Settings or pre-school who are under the age of 5 years are eligible to travel free on public transport when accompanied by a fare-paying passenger.

For large numbers of children, getting to school will be a reasonable and safe travel experience, which will also help in promoting their independence and physical well being. In addition, children:

*London Transport for Under 5s:* Children under five can travel free at any time on the Tube, Docklands Light Railway (DLR), buses, trams and London Overground as long as they are accompanied by an adult with a valid ticket.

*London Transport for 5 to 10-year-olds:* Children aged five to ten can travel free at any time on buses, Tube, DLR, trams and London Overground as long as they travel with an adult who has a valid ticket. Up to four children can travel free with one adult. Children aged 5 to 10 who are travelling unaccompanied on the Tube, DLR or London Overground will need a 5-10 Oyster photocard to travel free.

*London Transport for 11- to 15-year olds:* Children aged 11 to 15 years can travel free on buses and trams and at child rate on Tube, DLR and London Overground services, provided they have an 11-15 Oyster photocard.

*London Transport for 16 - 18s:* 16 and 17-year-olds can travel at a child rate on buses, Tube, DLR and trams, provided they have a 16+ Oyster photocard. 16 to 18 year-olds who live in a

London borough and are in qualifying free time education can also apply to get free travel on buses and trams.

### **Non Standard**

Transport for London provides free bus passes for all children under the age of 16, and so it is worth remembering that Haringey Council will not need to make any additional arrangements for the vast majority of the children in its area.

The Local Authority is not required to provide free travel for pupils who attend schools outside the statutory walking distance if there is a suitable place available at a nearer appropriate school. Whilst the wishes of parents are an important consideration, they are not the only legally recognised criterion in determining decisions by the Council on support for travel.

## **3 Adults (18 or older+)**

### **3.1 Introduction**

As set out in the Care Act 2014, the core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life. The Act and its supporting statutory guidance set out how a local authority should go about performing its care and support responsibilities in light of this and also set out the need to ensure that doing so focuses on the needs and goals of the person concerned. In particular, local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person. This may sometimes be referred to as “the wellbeing principle” because it is a guiding principle that puts wellbeing at the heart of care and support. The wellbeing principle applies in all cases where a local authority is carrying out a care and support function, or making a decision, in relation to a person. It applies equally to adults with care and support needs and their carers.

This section of the Policy has been drafted in light of the principles of the Care Act 2014 and its wider focus on promoting wellbeing, preventing reducing or delaying needs of adults for care and support, and of carers for support and providing information and advice in relation to care and support for adults, and support for carers. The Act highlights the need for complementary approaches across all areas of provision which support independence and promote self-reliance.

#### **Purpose**

This policy is aimed at promoting the maximum possible independence for the service user, and sets the criteria that will be used to assess whether the service user’s travel needs can be met best through independent travel arrangements or whether assisted travel services are necessary.

#### **Scope**

This part of the policy covers adults (18 or older) with the exception of those adults aged 25 or lower who have a special educational need and /or disability and are in education or training. Those adults aged 18 – 24 years with a special educational need and/or disability who are in education or training are covered under section 2 of this policy.

This is not a general policy regarding transport: in line with the Care Act, it is specifically for travel arrangements required to access services or support identified as part of an adult social service funded care package.

### **3.2 Policy Principles**

Haringey's aim is to support the promotion of independence through the provision of Travel Training and by developing community involvement. Wherever possible the Council expects service users to utilise public transport as this is an important factor in developing the service user's independence, social and life skills and this policy rests upon a general expectation that service users will meet their own needs for travel to access and take advantage of existing services or support wherever possible.

Travel arrangements are a means of accessing social care services or support. The overriding principle is therefore that the decision to provide travel support is made in order to enable needs for care and support to be met and to promote independence.

Funded travel will only be provided if, in the opinion of the assessor, it is the only reasonable means of ensuring that the service user can safely access an assessed and eligible service. It is not available to attend routine health appointments unless it is part of an agreement with the relevant health authority.

The need for travel arrangements must be part of the initial assessment of an individual's needs for care and support and travel arrangements can only be provided where the individual is eligible for a service as set out in the Care Act 2014 and travel arrangements are required to enable the needs for care and support to be wholly or partly met and after all travel options have been considered. An individual's use of Personal Independence Payment (PIP) (mobility component) and other transport concessions will be considered when determining whether travel support should be funded.

Travel arrangements should not be offered as an incentive to take up a care package.

Where there are appropriate travel options available (either personal or public transport), it will be assumed that the service user will use these as a first option. Travel will only be supported if alternatives are unavailable or inappropriate for some reason.

### **3.3 Eligibility**

This policy is for those people assessed as eligible for adult social care. As a general principle:

#### **Travel arrangements will be considered if:-**

- No suitable public transport is available
- No other modes of travel are available for example walking, access to a personal car or a vehicle funded through the Motability Scheme
- The service user is not able to use public or community transport for health or other identified reasons
- The family or other carer is not able to support travel arrangements
- There would be an unreasonable additional responsibility on family or other carer
- In the opinion of the assessor, it is the only reasonable means of ensuring that the service user can safely access an assessed and eligible service.

### **3.4 Charging**

The policy recognises that there may be charges for the provision of travel arrangements as part of a care package which also attracts charges. These would only be applied following a financial assessment and would form part of any charges applied to the provision of the care package overall. These charges would be made in line with the approach to charging in

place at the time and the costs of travel arrangements will be added to the costs of the care package overall in determining these. The approach to charging may be subject to amendment and is reviewed annually through the Council's budget setting process.

The Council will always ensure that when there is a choice of travel options which adequately meet the individual's needs, the most sustainable and cost efficient one will be chosen.

### **3.5 Roles and Responsibilities**

As part of the Council's commitment to inclusion and independence, individuals who can travel to community activities, day opportunities and college independently or with assistance from family, friends or support providers will be encouraged and expected to do so.

The Council will allocate travel support in the most cost-effective manner. Where a number of individuals are accessing the same or close by services the provision of shared travel arrangements should always be considered. Service users will be expected to travel with other service users attending the same, or nearby centre, unless there are compelling reasons for individual travel arrangements, (eg no sharing or community based options available, significant challenging behaviour and/or significant medical needs).

The Council has an ongoing responsibility to ensure value for money. Therefore the mode of travel assistance offered will be regularly reviewed, and will not necessarily remain the same for the duration of eligibility. The assessment and provision of travel assistance will form part of the annual review of the care and support plan.

Individuals who qualify for concessionary travel will be expected to apply for and use this as and when appropriate according to assessed needs. Where the Council decides to issue a travel card, it will be available for collection from the establishment that the service user attends. In order to collect a travel card, the service user and/or parent/carer must present a current photo card.

### **3.6 Risk Assessment**

Service users who are assessed and successfully travel trained will only be expected to travel independently if the Council considers it is appropriate and safe for them to do so. The capacity to travel independently will always be subject to a risk assessment and the service user and or carer may decide to travel independently and disagree with the assessment made by the Council.

When assisted travel is provided the Council will ensure that providers are on an approved list of contractors and that drivers have enhanced DBS (Disclosure Barring Service) clearance and have received passenger assistance training and any other training necessary for travel, in particular, in respect of service users with complex and specialist needs. As the Council seeks value for money, transport providers may change. However, any change will only be made after consultation with the service user, carer and care manager.

### **3.7 Personal Budgets**

The assessed travel need will make up part of the service user's personal budget. This can be taken as a direct payment or as a Council managed service. Service users can pool their direct payments and managed personal budgets to meet their travel needs. The personal budget can be used to purchase travel assistance options which build confidence and independence.

#### 4 Travel assistance options for children, young people and adults

Where travel assistance is agreed, it may take one of the following forms:

- a) An allocated **Personal Budget** for parent to arrange travel assistance themselves.
- b) **Support Worker/Escort** to provide travel assistance.
- c) Provision of a **bus pass for a parent or responsible adult** (of parent choice) to accompany the child to/from school.
- d) **Travel Training** where the users will be supported to gain confidence and independence. This is a gradual process which finishes with the user able to undertake with confidence unaccompanied journeys.
- e) **Travelmate** where users are accompanied on journeys by peers for support and to promote confidence.
- f) **Walking Bus** which is a community walking bus scheme led by a volunteer or parent(s) taking groups of people to their destination where it is practical and local.
- g) **Reimbursement of mileage costs** for parents who are deemed able to transport their children to school in accordance with Her Majesty's Revenue & Customs (HMRC) directions.
- h) **Car Share Scheme** where a lift may be provided through a car journey matching service where a parent already driving a similar route, has room and is willing to provide a lift to someone else. In these circumstances the driver may be paid a mileage rate in line with HMRC's directions.
- i) **Share car schemes** which are forms of a car club that gives the driver access to the car or van s/he needs when s/he needs it.
- j) **Passenger Transport Service (PTS)** coordinates home-to-school travel for children, and for young people up to 25 years with special educational needs and disabilities, as long as the passenger is able to walk unaided or with support, is a wheelchair [or buggy] user or can transfer to a seat. It also provides transport for children looked after by the Council, irrespective of where the child lives (in or out of borough).
- k) **Pooled Budget/Individual Service Fund** is the mechanism for users to pool personal budgets together for example to hire a Minibus or a taxi.
- l) **Community Ride** scheme (along the lines of the community ambulance schemes) is provided through a commissioned voluntary agency.
- m) **Dial-a-Ride** membership is open to people with a permanent or long-term disability which prevents them using scheduled public transport services.
- n) **Taxicard** is a service that allows Haringey residents with a mobility impairment that prevents them from using buses or trains, to travel in licensed radio taxis or black cabs at lower rates.
- o) **Licensed Taxi** may be used in exceptional circumstances for the provision of travel assistance with or without a passenger assistant.

## 5 Quality and Performance of the Policy

The effectiveness of the delivery of the policy will be measured through some Key Performance Indicators (KPI's) focusing on:

1. Improved range of travel assistance options
2. Take up of travel assistance options
3. Usage of Freedom Pass
4. Reduction in money spent on higher cost travel assistance
5. Amount of concessionary travel
6. Numbers travelling in integrated groups
7. Measurement of improvement in Levels of travel independence (5 point scale with criteria).

## 7. Reviews, Appeals and Complaints

### Children and Young People

The SEN Transport Team, in discussion with colleagues in SEN, will keep under review the eligibility criteria for travel assistance and/or the type of travel assistance which is provided. Reviews will occur:

**a) Annual Review.** Every pupil with a Statement of SEN or EHC Plan will have an Annual Review, held at the school, to discuss progress towards targets and support requirements. Travel assistance will form part of this discussion.

**b) When a pupil makes progress towards independence** and is deemed capable of independent travel by school/college staff and/or parents.

**c) When there is a significant change to the pupil's SEN**, since the time of first application, rendering them no longer eligible for travel assistance.

**d) If the Council decides to cease to maintain a Statement of SEN or EHC Plan** . Travel assistance will be ceased.

**e) At the Passenger Access Transport Services' annual review of transport routes.** Prior to the start of each academic year, existing transport routes will be reviewed and where necessary changes will be made.

**f) If a child moves from one education establishment to another.** Travel assistance will not automatically continue, and parents must reapply.

**g) if there is a change in other circumstances that affect eligibility.**

**h) If there is a change of home address.** Distance between the home address and the school will be recalculated and may change eligibility for travel assistance.

### Appeals

The Council will write to parent/carers to tell them if travel assistance will be given and what arrangements will be made. If parents are not satisfied with the decision, in whole or in part, they have the right to appeal.

Appeals should be made within 15 working days of receipt of the decision from the Council.



Parents who would like to seek support and information from an independent source in preparing evidence to present in their appeal will be put in touch by the Council with community based support.

During an appeal, travel assistance will not be initiated (although it will continue for those pupils where travel assistance currently exists and a change is being recommended).

### **Stage 1**

Parents who wish to appeal should first write to;

Head of Integrated Service SEN and Disabilities  
Haringey Council Children and Young People's Service  
Haringey Council  
40 Cumberland Rd  
Wood Green  
London N22

Parents should provide further information/clarification as to why travel assistance is required, if they are appealing against the refusal of travel assistance and why they feel unable to undertake this responsibility themselves. If they are appealing against the decision concerning what arrangements will be made they should explain why they consider these arrangements inappropriate. They should give details of any personal and/or family circumstances they believe should be considered when the appeal is heard.

On receipt of an appeal, the Head of Integrated Service SEN and Disabilities will present the case to the SEN Panel for re-consideration. Parents will be informed of the outcome by letter or e-mail . If the parent is still dissatisfied they may make further appeal to the SEN Transport Appeals Panel.

### **Stage 2**

Any Parent still dissatisfied with the outcome of a stage 1 appeal should write again to;

Feedback and Information Team  
6th Floor  
River Park House  
225 High Road  
Wood Green  
N22 8HQ

within 15 working days of receipt of the stage 1 appeal outcome decision.

Parents should explain writing in why they are dissatisfied with the stage 1 appeal decision  
Stage 2 appeals will be considered independently of Haringey Council's SEN service. A letter detailing the outcome will be sent to the parent. Decisions at this stage are final.

### **Passenger Transport Service (PTS) Complaints should be made to:**

**Passenger Transport Service (PTS)**  
Alexandra House [Level 6]  
10 Station Road  
Wood Green  
London  
N22 7TR

## **Corporate complaints procedure**

If you would like to make a complaint please complete our online feedback form at <http://www.haringey.gov.uk/contact/council-feedback/complaints-about-council>

The Council's corporate complaints procedure has two stages:

### **Service investigation**

When we receive your complaint, we will try to sort out the problem straight away. If we can't:

- we will write to you within two working days to let you know who is dealing with your complaint
- a senior manager will reply to you in writing within 15 working days

If we need more time we will let you know and give you a new date for our response.

### **Independent review**

If you are not happy with the response you received, please contact the [Feedback and Information Governance Team \(FIG\)](#) to explain why. FIG is independent of the service departments and Homes for Haringey and their investigations are impartial and on behalf of the Chief Executive. FIG will try to resolve the matter, but may investigate further, in which case they will:

- write to you within two working days to let you know who is dealing with your complaint
- reply to you in writing within 25 working days
- usually offer you escalation to the Local Government Ombudsman

If they need more time they will let you know and give you a new date for their response.

## **Adults: Complaints**

When an annual review of a care and support plan is carried out, travel needs will be taken into account.

Where a review/re-assessment identifies that assisted travel is no longer the best way to meet an eligible need, a time limited transition period of up to one month will be allowed so that alternative arrangements can be made according to needs and circumstances if required.

In all other circumstances, provided all other travel options have been considered, evidenced and recorded, assisted travel will then be considered. All requests for assisted travel will be approved as part of the service package by Team Manager, Service Manager or Head of Service according to delegated responsibilities.

Where clients move from Children's to Adult Social Care services, then their needs will be reassessed by Adult Social Care in relation to the new services required with no assumptions made regarding automatic continuation of any assisted travel.

## **Appeals**

The Council will write to the service user to inform them if travel assistance will be given and what arrangements will be made. If the service user is not satisfied with the decision, in whole or in part, or travel arrangements proposed by the Council, they have the right to appeal.

Appeals should be made within 15 working days of receipt of the decision from the Council. Service users who would like to seek support and information from an independent source in preparing evidence to present in their appeal will be put in touch by the Council with community based support. During an appeal, travel assistance will not be provided (although it will continue for those service users where a change is being recommended when travel assistance currently exists).

### **Stage One**

Service Users who wish to appeal should first write to the relevant area's Head of Service at:-

Haringey Council Adult Social Services  
Haringey Council  
River Park House  
225 High Road  
Wood Green  
London  
N22 8HQ

Service Users should provide further information/clarification as to why travel assistance is required, if they are appealing against the refusal of travel assistance, and why they feel unable to undertake this responsibility themselves. If they are appealing against the decision concerning what arrangements will be made they should explain why they consider these arrangements inappropriate. They should give details of any personal and/or family circumstances they believe should be considered when the appeal is heard.

On receipt of an appeal, the Head of Service will present the case to the Service Area Panel for re-consideration. Service Users will be informed of the outcome by letter or e-mail . If the service user is still dissatisfied they may make further appeal to the Adults Travel Appeals Panel.

### **Stage Two**

Any service user still dissatisfied with the outcome of a stage 1 appeal should write again to:-

Haringey Council Adult Social Services  
Haringey Council  
River Park House  
225 High Road  
Wood Green  
London  
N22 8HQ

within 15 working days of receipt of the stage 1 appeal outcome decision

Service users should explain in writing why they are dissatisfied with the stage 1 appeal decision. Stage 2 appeals will be considered independently of Haringey Council's Adult service. A letter detailing the outcome will be sent to the service user. Decisions at this stage are final.

### **Passenger Transport Service (PTS) Complaints should be made to:**

#### **Passenger Transport Service (PTS)**

Alexandra House [Level 6]  
10 Station Road

Wood Green  
London  
N22 7TR

### **Corporate complaints procedure**

If you would like to make a complaint please complete our online feedback form at <http://www.haringey.gov.uk/contact/council-feedback/complaints-about-council>

The council's corporate complaints procedure has two stages:

### **Service investigation**

When we receive your complaint, we will try to sort out the problem straight away. If we can't:

- we will write to you within two working days to let you know who is dealing with your complaint
- a senior manager will reply to you in writing within 15 working days

If we need more time we will let you know and give you a new date for our response.

### **Independent review**

If you are not happy with the response you received, please contact the [Feedback and Information Governance Team \(FIG\)](#) to explain why. FIG is independent of the service departments and Homes for Haringey and their investigations are impartial and on behalf of the Chief Executive. FIG will try to resolve the matter, but may investigate further, in which case they will:

- write to you within two working days to let you know who is dealing with your complaint
- reply to you in writing within 25 working days
- usually offer you escalation to the Local Government Ombudsman

If they need more time they will let you know and give you a new date for their response.