

Appendix One: Home to School Transport Policy Consultation Responses

We published our revised and updated home to school transport policy for public consultation to further 9 May 2022 to 31 July 2022.

We had 98 respondents to the survey. Feedback from the consultation has been incorporated into the new School Travel Assistance policies.

Thank you to everyone that took part in the consultation.

What we consulted on:

We are proposing to update and revise our home-school transport policy. We are introducing a more detailed account of how decisions are made in the interests of transparency and to ensure our stakeholders are as informed as possible. This will also ensure that there is less confusion and misinformation in the community.

The majority of children and young people who require transport assistance to school will continue to benefit from the existing provision from Transport for London. Specialist assistance will continue to be provided for children and young people with SEND or those whose family circumstances mean that additional support to access education will be required.

The changes to provision included:

- Consideration of sustainability, focusing on the environment, emissions reduction, and promotion of independent travel options.
- Move from title of 'Travel' Policy to 'Travel Assistance' policy.
- Creating a specific policy for young people aged 16 - 25, including information about external travel support.
- Introduction of Behavioural Standards for children and young people using Transport commissioned by the Local Authority.
- Detailed explanation of the transport decision making process.
- Standardisation of disputes and appeals process in accordance with Statutory Guidance.
- Development of 'Personal travel budgets' and how they are calculated.
- Comprehensive 'Application' procedure and guidance.
- Clarity around breakfast/ after school clubs and times when Haringey will provide transport.
- Introduction of cut-off timescales. Introduction of cut-off timescales.
- COVID-19 information in relation to home-school transport.

We wanted to hear from the public and service users about their views about these changes. The consultation form closed on Sunday 31 July 2022.

[Consultation on home to school travel assistance policy](#)

Consultation documents

- [Haringey School Travel Assistance Policy - Children and Young People up to 16 Years of Age in Compulsory Education \(PDF, 748KB\)](#)
- [Haringey Post 16 School Travel Assistance Policy - Young People Post 16 Years of Age \(PDF, 896KB\)](#)
- [SEND Consultation on the new home school transport policy \(PDF, 224KB\)](#)

Accessibility tools

- [Advice on accessing Local Offer documents and resources if you use assistive software](#)
- [Advice on how to translate this website into your language using Google Translate](#)

Marketing/communications process we implemented:

Local Offer dedicated webpage:

[SEND Home School Transport Consultation | Haringey Council](#)

The consultation webpage can be translated and made more accessible using the translation tool on the website and the immersive reader. This is highlighted at [the beginning of the page](#).

Microsoft Teams live events:

Monday 30 May 8.30am – 9am: 1 attendee registered - 0 attended

Friday 17 June 5.30pm – 6pm: 3 attendees registered – 2 attended

Monday 27 June 12pm -12.30pm: 4 attendees registered – 2 attended

Monday 25 July 5.30pm – 6pm: 2 attendee registered – 1 attended

Markfield event: Friday 1 July 12 – 1.30 – 8 attended

Talks at schools: Thursday 12 May - The Brook

Thursday 16 June - The Vale

Steering group meetings: Thursday 23 June

External communications:

- Haringey People Extra- <https://mailchi.mp/haringey/hpx130522>
- Haringey People- Summer 2022, to be distributed June 18. <https://www.haringey.gov.uk/news-and-events/haringey-people-magazine>
- Schools bulletin – 10 May, 24 May, 28 June
- SEND Newsletter – 11 May, 8 June and 13 July
- Home zone (this goes out to all tenants) distributed June 18
- Member's briefing - Monday 16 May 2022
- Haringey.gov.uk <https://www.haringey.gov.uk/children-and-families/local-offer/about-local-offer/SEND-consultations>
- Transport team sent communications to families on their system (799 people):
- Email sent to families who receive home to school transport on 13 May
- Hard copy letter to families sent on 18 May
- Text sent to families who receive home to school transport on 25 May

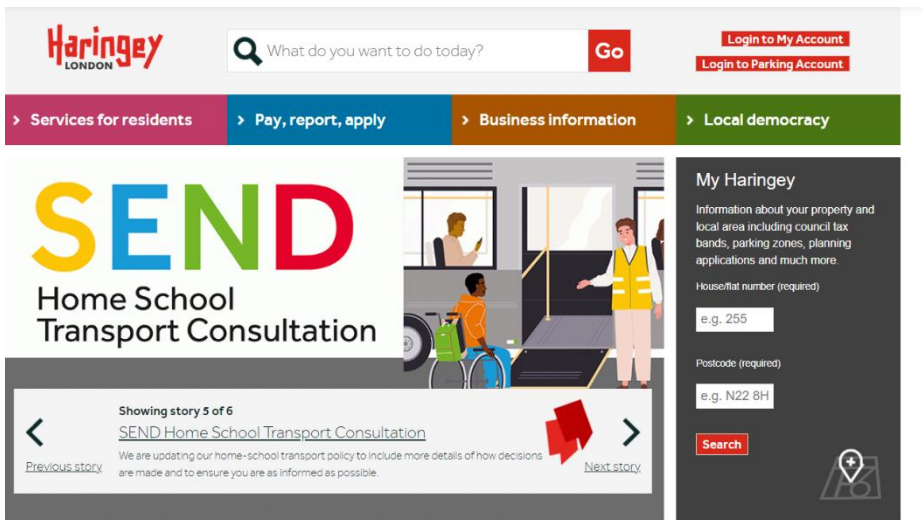
Social media posts:

- Twitter: https://twitter.com/haringey_send
- Instagram: https://www.instagram.com/haringey_send/
- Facebook: <https://www.facebook.com/SENDAHaringey/>
- [Haringey \(@haringeycouncil\) / Twitter](#)
- [Haringey Council | Facebook](#)

Internal communications:

- Yammer
<https://web.yammer.com/main/threads/eyJfdHlwZSI6IIRocmVhZCIsImkljoiMTczMTcyNzAzNDkwMDQ4MCJ9>

Haringey Council home page carousel:



Digital screens in council buildings:



Consultation form:

The consultation form had the option to be in other languages and the immersive reader is also available on the form.

Paper copies:

Paper copies were available at libraries; however, they could also be requested.

Evaluation:

We had a low uptake for the events we had organised. However, we received 98 responses to the consultation form. To support further application of the policies, the service will host a post consultation engagement event. This will give the service the opportunity to answer any questions received in the consultation form and to inform the public of any updates.

Summary of consultation responses

Respondents to the survey

- Schoolteacher or other member of school staff - 7
- A parent or carer of a child or young person - 82
- Transport provider / escort – 2
- Young Person - 3
- Other – 4

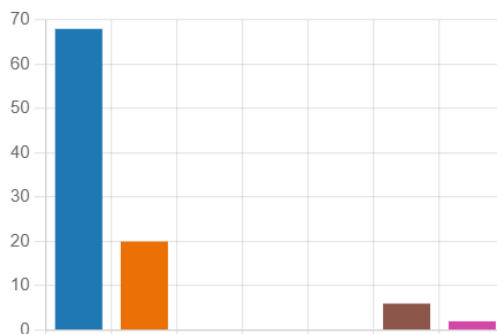


Other: Concerned citizen
Professional working in SEND
Charity

Public

Gender

- Female - 68
- Male - 20
- Non-binary - 0
- Transgender - 0
- Intersex - 0
- Prefer not to say - 6
- Other - 2



Age groups

- Under 25 - 10
- 21 to 24 - 3
- 25 to 44 - 40
- 45 to 64 - 40
- 65 and over - 1



Do you have a health condition or disability?

- Yes - 31
- No - 59
- Prefer not to say - 8



6 respondents (26%) answered Autism for this question.

Low back and Knees pains (Arthritis)

Multiple autoimmune conditions

Global Development Disorder

Knee problems and ankle injuries and can't walk far

Mobility

Ulcerative Colitis (Inflammatory bowel disease), other auto-immune conditions, pre-diagnosis Autism

Autism and speech delay

Sever learning difficulties and autism

Autistic and speech delayed

Torrettes and autism

Autism

Autism

Epilepsy learning disabilities

Reading and write

PTSD, depression and anxiety

I get disgusted with people who think it's alright to cause injustice and feel like vomiting on them when I see one!

I have an artificial left leg below the knee.

Autistic

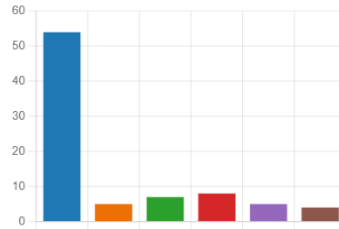
I am hearing impaired

Cereal palsy

Down Syndrome

If you are a parent or carer of someone with SEND or a young person with SEND - how do you or your child currently travel to school/college?

- Haringey SEND Transport service - 54
- Family car - 5
- Taxi - 7
- Travels independently e.g. TFL bus - 8
- Walks - 5
- Other - 4



Other: They are approved for transport, but are currently on half days, so I have to take them to and from school myself.

Combination of taxi and public transport out of rush hour.

Not currently in education.

What age is your child or young person?

- Under 5 - 3
- 5 - 11 (Primary school) - 35
- 12 - 16 (Secondary school) - 35
- 17 - 19 (Post 16 provision) - 13
- Over 19 (College or other educational) - 6



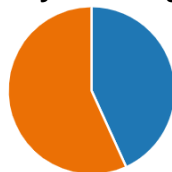
Does the policy make it clear to you whether your children or young people may be eligible for travel assistance?

- Yes - 54
- No - 44



Is it clear to you what journeys are eligible for travel assistance?

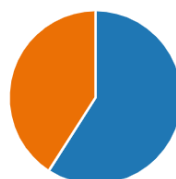
- Yes - 43
- No - 55



Is it clear to you how decisions are or will be made?

“After receiving an application, an assessment will be made as to whether the child/young person is eligible to receive travel assistance from LBH, as per the ‘Eligibility Criteria’ section... Once a child/young person is deemed to be eligible, LBH will determine the type of travel assistance that we will provide.”

- Yes - 58
- No - 40



What other information would help clarify eligibility for travel assistance and the journey to school or college?

How do you make a full assessment of the young person's needs?

Decision making are easier making by authorities but parents, carers who are involved with the special needs children/ young people lives suffers. They needs to provide travel according to their needs. Thank you.

Better point of communication and breakfast and afterschool club should be offered each time as standard and also to accommodate if the child has a sleep over.

A clear list or criteria.

Where do I get an application from? Who makes the assessment? When does it take place? How long does it take to complete?

Enough Information has been provided

If someone with Special Needs / Additional Needs is already attending Special School (rather than mainstream) and the family have applied for Special Transport / School Bus, then unless the family specify otherwise, the student should be allowed to continue Special Transport as long they carry on in educational setting. There is a reason the child has not been able to go to mainstream - the changes in routine, sensory disruption, etc causes them anxiety and distress and to be honest, having a Travel Buddy to take them on busy buses during rush hour / school times does not help the child in the long run. They can access their education / curriculum best if they are settled at the start of the day, not agitated, and feeling exhausted right at the beginning. I think SEND transport should continue.

Parents told about what travel services are available

don't know.

I was actually hoping for a travel buddy, rather than the bus, if I am honest. I think that would be a much better scenario for my son, but he was given bus travel instead.

Lifelong disability such as autism and child being in special educational setting should be a determining criteria to make sure they have SEND Transport irrevocably

Please provide clear instructions how this will affect children already travelling to the school with special services provided by you

Factors such as likelihood to abscond en route to school should be taken into consideration

One of the reasons for our son requiring transport is sensory needs and mental health resulting in exhaustion, this is why he needs taxi part-time and can travel independent to part time. Not clear to me how mental health/autism related needs fit with eligibility criteria

Nothing

Notice to parents whenever the sudden change in the morning -(if possible)

Is it harder to get into the same college with decided major

Before children used to me dropped of at the home door which was better and safer. Now for the past 3/4 years or more I believe, we have to pick my son up all the way from the car park and on the way back he doesn't enter home waits for long at the door.

She will have to be transported as she doesn't have any sense of danger in travelling unsupervised.

My son is heavy autistic children he does not want to next chair passenger please don't put any students or transport team

Lifelong disability or illness plus special school placement should mean, unless family object, SEND Transport all school terms

Nothing

From brief view the policy hasn't, built in and been prepared for situations those Children with; Autism, Disruptive Behaviour Disorders (DBD) and other health problems such Wheelchair or Epilepsy etc.

Non comment

That it should be linked to a parent carer's needs assessment, as well as a young carer's needs assessment, and any subsequent support packages. If disabled children are expected to get to school without support from the LA, that means that there will be an increase in demand on parent carers, and young (sibling) carers.

Being honest and consistent with information, being told different things.

My child has autism and Tourette's. she has mild tics some days but lately she is suffering from severe tics to her legs and head, so this makes impossible walking or cycling. She is not confident going on a bus on her own because of autism (although very mild) but when she

has Tourette's crisis her behaviour changes and she is much less independent. We have to take a bus and walk at least 20 minutes every day in order to go to school. I am paying for a taxi every day lately. I work part time as a xxx, and I am a xxx so I cannot cover these expenses (not long term). I am quite lost I have to say. Everyone send me to another association and my child is receiving no support at all.

Including short examples in which circumstances transport is granted.

As well be clear in the very beginning that there are different eligibilities for SEND children (and it doesn't matter whether they have or don't have EHCP).

As well, I noticed distance explanation, but if route is deemed dangerous (i.e. through major road) than distance is irrelevant. Have I missed it?

To support the child with behaviour.

Understanding how you can cater for a child refuser of assistance. They only want to go when they want and when I can persuade them.

Parents often tell us the forms are too long and too confusing

References to the law relating to the decisions would be useful

Child's safety to and from school commute

As a school member of staff, I understand documentation, but many of the families I work with do not.

Much of the information is too wordy, many of the parents I work with have limited understanding or just get confused. The text needs to be simplified for them or they rely on school staff, friends or family to complete forms with them.

Better communication and when you get in contact with SEND department that everyone can help and not have to wait for a someone who is on annual leave

No excuses are accepted people pay hundreds of pounds of council tax, so the government and local government have the duty to provide the service so don't give us any xxxx excuse to make cuts for these children too

Taxi service

If they have a lifelong disability and are attending special school, unless the family otherwise states, the transport should be provided by council. Parents of disabled teens and children have enough problems and difficulties to worry about! Transport to school should NOT have to be one of them

Change address

A lot of schools have introduced a school safe street, this means transport cannot come near the school.

The exact criteria.

I would like to know if the office staff read the ridiculously long and biased application form?

Where to get the policy and info

Keep them safe

Not sure where this may need to be inserted but need to highlight the importance of getting children to school on time so that they have a settled start to the day an no loss of curriculum time. Sometimes excuse of route pattern is given for persistent lateness.

Also parents of school age children often say it is difficult to take child with SEND to school if different from siblings' schools.

Xxx has down syndrome, so she has muscle problems which means she gets tired easily, making her unable to walk. She also has difficulty maintaining balance when walking.

Children with disabilities

The eligibility criteria should be starting from 4 years. My son academic year is starting in September 2022 and he is 4 years old but his application was rejected because the eligibility criteria is only for 5 years. That's not fair at all.

Better communication and being consistent and reliable.

I will send a separate email about this.

Are you happy with the move to encourage more environmentally friendly transport?

- Yes - 42
- No - 14
- Not sure - 28
- Other - 13



Yes, as long as any change in vehicle/method of travel has the appropriate support ie, social stories to help children with any changes, good communication about what this entails etc

Only if the provision needs the needs of the young person. The young person shouldn't be expected to meet the needs of Haringey.

Is all about budgeting

As long as the children are happy the environmentally friendly is a positive move. Electric vehicles etc are the way forward.

I care about the environment, however I think little pollution is taking place by a special bus shared by many students, as opposed to lots of taxis and cars, etc

Special buses reduce the need for multiple taxis and give the children / teens a set routine

Only for children who are capable of more independent travel.

Yes, in principle but if taxi is required then using a taxi company that has electric or hybrid vehicles would ensure environmentally friendly travel for those who need taxi. The current company uses hybrid and electric vehicles

Is good to introduce the personal travel badge so that parents can decide more environmentally friendly way of transport because most of the parents I have spoken with are not happy their pickup and drop off point as parents find hazards.

It is unclear what "environmentally friendly" transport is. If you want kids to cycle, you have to create infrastructure first.

1 fridge that's in the bin produced 4 cars worth of emissions plus you need to produce the electricity too where from and the batteries? Lithium so it's only a shift in the location of pollution scientists who are for sale crests fake theories and collect data accordingly to try and persuade people to go out and buy electric cars so no it's a joke!

It's not about the environment but saving Haringey money.

If more parents drive their children to school with funding of personal budgets, then Haringey will not be greener

Please give your views about the introduction of cut off times for applications to promote smooth running of transport services.

Yes, again, as long as this is clearly communicated to the people organising the travel and appropriate support is put in place.

Cut-off dates OK if clearly communicated.

There should be no cut off dates. A young person who needs transport to travel to school must be provided with transport regardless of what month of the academic year. It is Haringey's responsibility to ensure the student had transport.

Parents/ carers can be in difficulty situation that can cause late applicants and not service users have family support to come at timeline. I believe extra time is needed. Please don't forget most carers their break is when they in school. Thank you

A cut off time is crucial for the smooth running, but at the same time it's the councils' other departments that cause the parents running in to delay, and late comers should definitely be cared for.

Cut off times are needed but what about in year school changes or tribunal decisions? They happen all year round. How will this be accommodated?

I understand the need for cut off times. Help needs to be given to families to help them complete the application in due time.

I believe cut-off times shouldn't be introduced due to needs that could develop after the application deadline

Not sure

I think this is a good idea, but to be implemented you need to advertise / promote the deadlines better and more effectively

It is essential especially for young people with Autism to travel in cars as public transport is very difficult and they are so animated they cannot access the curriculum

There is nothing wrong with cut-off dates for application. The transport department needs the time to plan based on applications already received.

I can understand the need for a cut-off date, but sometimes in year changes are surely needed.

It's okay, needs to get advertised more prominently

You haven't made it clear do we need to reapply for this service (special transportation) again each school year?

Late applications may be necessary if a child change school/is excluded from school. Timeliness are subject to change.

I agree to this bit flexibility must be given on certain exceptional circumstances.

I do not know whether I have to apply again for my son or whether the transport from this year will automatically carry over as he is staying in same placement. LA needs to communicate better with parents about forward plans to ensure that we don't inadvertently miss the cut off due to lack of clarity

Understandable, however make sure parents know what you are doing effectively and efficiently.

Offer opportunities to communicate with parents.

Isn't necessary to cut-off date

To minimise disruption cut-off date is necessary

The transport service need working experience team because most people don't know what their job I am not happy with that

Yes

This has not taken into account if the Children with various health issues may be taking part in Sporting activities that are later than the usual times. Or if the parents or not available at have be staying with another guardian for a few hours until a later time.

No comment

I agree with the cut off dates for applications as this would make parents/careers organise themselves better and the services to be running smoothly.

This is unhelpful. A child's needs may worsen during the year. Families may be left without support if they can only apply once a year.

Fair enough

100% agreed. It was always frustrating to not receive anything until at least beginning of September about my sons escort etc. This will hopefully speed it up.

More buses between 3 and 5 pm are needed, especially W3 is always overcrowded when children get off from schools.

I feel that it is stressful having to complete the same thing every year. I feel like there should be an option to allow you to update any information.

I agree but I would leave some flexibility for kids who have special need that can escalate and request additional help all of the sudden (Tourette's is one of these conditions)

Yes, it's reasonable. But please add that if child moves school within academic year, they will be considered. It is particularly essential for SEND children.

I have no problem with a cut-off date as long as it is made clear what these dates are

I agree

05/09/2022

That's ok

The service should be automatic as the school knows what children need the travel assistance. Or why not to simplify by asking to the parents if the child need a school bus.

This will help with the start of the school year when transport can be quite challenging

Ok

As Haringey don't follow timelines when assessing and issuing EHC plans, it's hardly fair that the children will miss out on accessing transport. Tribunals run all year too. I think it sounds quite discriminatory and potentially the LEA could be guilty of DD via this policy.

We can apply or move all year round so send children will be discriminated due to this policy.

Seems fine

I think this needs to be made particularly clear to service users who are in mainstream settings. As a special school we give out lots of reminders, however I have some families (usually those coming to us from mainstream or other settings) who submit late applications due to unclear communication or little support.

I'm sorry if a child's disability is for life there shouldn't be a need to fill in a form every year this is pathetic

Definitely

This will not work for students who get a last minute placement into a school.

Each parent must be individually and specifically contacted to make them aware firstly, whether they have to reapply for transport, and secondly, to make them aware of the cut-off date for the application.

I agree, although there are will be the odd exception.

It's unfair. SEND children move at any point of the school year, why should they lose out on accessing transport due to a policy. Personally, I think its discrimination.

Its discrimination. I applied last May for transport following tribunal, my child still doesn't have transport. Xxx hasn't replied to my email.

This is irrelevant the transport was appalling the start of the academic year, like no other however we do expect teething problems at the start

Often times parents/carer's battle to get statemented and battle for assistance. Just when they believe they can exhale, another battle Transport. There needs to be a level flexibility. These children should not have to be forced to wait as I'm sure they would have been waiting

These need to be very clearly individually communicated to families

Sometimes it's difficult to predict when a child will start in a new SEN school, it's not always beginning of academic year so the application process should not have a cut off time.

Understand the need for this. Need to enlist help of all schools to help parents to be reminded and to adhere to deadlines eg for child starting special school for first time and in particular for child in m/s moving to special. May need to state clearly apply for parents waiting panel/ Tribunal decisions?

I believe that individuals should receive enough time to create a good application.

If my child circumstances have not changed from the previous. Why do I need to reapply every year?

I think this is a good idea. Obviously if there can be flexibility where possible even better.

Are you happy with the proposed inclusion of behaviour contract in the policy?

- Yes - 56
- No - 11
- Not sure - 18
- Other - 10



I find this addition challenging. I appreciate that everyone needs to be kept safe on transport however this emphasis on behaviour could make transport more stressful for some children, it might seem like a demand. It also feels like this part of the policy could be open to discrimination against children and young people using the service. I would suggest that maybe there needs to be more training for the people supporting the children and young people to manage behaviour effectively than putting the pressure on the children and young people to behave, when in some cases it may be beyond their control.

Does the young person enter into a behaviour contract? Staff must be trained to understand and support the behaviours of the students on transport in a positive way. This means training in understanding autism.

Behaviour issues are common in send children. Who decides if the child is misbehaving or struggling due to an unmet need.

Behaviour is communication. It's important that this is understood in the context of children's needs, and that children and families aren't disadvantaged by this.

It's a difficult one; in principle it is right for majority of kids but in case of SEND behaviour IS communication, so child's behaviour can be a manifestation of mistreatment by staff, feeling unwell, being anxious etc. You should include a statement that for SEND children the policy will be applied according to their EHCP or Support Plan.

Some kids needs are different and have different needs and some kids can lash out if frustrated, so I think it's important to have the correct support and information for the kids, they travel on the SEND transport as public transport can become overwhelming so services need to ensure the kids are able to travel for education

What training will you be using?

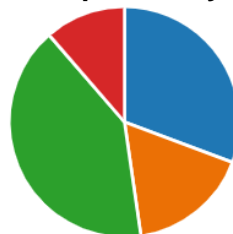
It is not the fault of severely disabled and highly vulnerable young people if they become distressed during hour long bus rides. The journeys should be shorter, no more than 30 minutes.

Not happy but understand there has to be some restrictions

I agree with principle but 'behaviour contract' implies child's poor behaviour rather than expression of their particular need e.g. response to change. Agree plan is essential - could it be called something else - e.g. safe travel plan

In your opinion does the policy support and promote young people to become independent travellers?

- Yes - 30
- No - 15
- Not sure - 42
- Other - 10



Very few young people with autism and learning difficulties would be able to travel independently on public transport. Haringey should be looking for more sustainable and environmentally friendly ways of transporting young people. If Haringey Council are promoting public transport, why do I see Homes for Haringey vans driving around the borough every day?

Every kid's circumstance is not the same.

In our personal situation, it is not, as my son was given a bus option rather than a travel buddy.

Only where this is an identified goal. Also, there will need to be an accompanying piece of work to ensure that TfL staff are equipped to support disabled children and parents to use transport. Too many buses don't enforce the rule that buggies must be moved or collapsed for people who use wheelchairs. This could result in children missing school or being late for school because they can't get on transport. E.g. railway stations don't have lifts or staff don't bring ramps.

Not always applicable. I don't want ideas being put to my son that are not suitable to him.

It's the governments duty as a social government if they need more money they can tax the rich more rather than take it out on children with special needs do no don't ask this question to be clever!

Air conditioning, windows open new buses and escorts to engage with our children and parents,

The amount of SEND children who would be able to travel independently is very small. More investment should be made in providing escorts on public transportation to make Haringey greener.

Yes, some children who are older/secondary school need independence like maybe parents/carers not needing to be physically present to collect from the van in front of the house as long as the parent is at home. Or waiting on their own for pick up in front of their house. Gives them help to be independent and boost self-esteem.

Lots of options given which build on work in school about road safety, how to move about on school trips etc.

Is there anything you feel we have missed, or could improve on?

- Yes - 11
- No - 21
- Not sure - 28
- Other – 33



Communication, parents/carers should not have to be constantly calling the service to check things have been implemented. There should be an easier way to make small changes without having to reapply for the service.

It is very disappointing that Haringey Transport cannot do better in understanding their responsibility for transporting vulnerable young people to education. You keep looking for ways to justify your desire to cut costs and reduce the provision. Your entire attitude suggests a resentment of your service users.

Good communication. Utilising text, WhatsApp and email to inform and communicate with parents and carers

More accessible information and applications sent to families

Ease of applying and re-applying

You need to consider the impact of special needs families on taking away a vital provision such as SEND Transport

Parents need to be clearly told what is offered

More prominently advertising this consultation, easier access to forms, SEN students in special schools to maintain SEND Transport unless individual families state otherwise
Communication

You need to work with more experience transport team

This can't be a blanket policy. People need a personalised approach.

A lot of this should be dealt with on a case-by-case basis. I'm worried this will no longer be the case.

Be honest and respectful

I need a better understanding of your plan in order to answer this question, but I can already see this seems to be helpful

Give a clear explanation what this is actually about

Formatting of document is inconsistent (odd words bolded, bigger; numbers not continued eg. after 1.5 there is 1.7) - it makes look unprofessional and hard to read.

The policy is not easy to find on the website

The transport service are very very poor at communicating with parents. This needs to be addressed

The consideration of training to both bus escorts and buddies needs to be explored. Most of the concerns I receive from families comes from parents who worry about lack of understanding of pupils needs.

Fix yourselves up we are talking about children and families who need this service which also creates work for others so there for I suggest you to get yourselves a better job than to eradicate this service because you won't be able to and I dare you to attempt it because I will start mass media awareness and protest so get your money from the main government and local government if not tell them to tax the rich more.

Policies are wonderful providing end user benefits from them. Please check transport services from The Vale School to home and also from home to The Vale school in the morning. Check whether timetable is actually working or not. Thank you

The service could communicate better with parents and service users

Communication needs to be improved

Schools should be encouraged to provide breakfast clubs to allow parents to drop children at school earlier than 9am.

Escorts should reflect the service users. There should be a lot more diversity. In my opinion it's not inclusive without it. In my experience my child doesn't even know the names of the worker or workers. They don't engage. They communicate more with each other than the service user. The service user doesn't appear to be the key focus.

For children with complex medical needs you say you "will seek to provide" appropriately trained medical staff. There should be no seek about it - it is your legal duty and as you are explicitly stating your staff will not - for example - do tracheostomy changes you are either unlawfully limiting children's access to transport or putting their life at risk. Please also see recent case law on this very issue!

Yes, some children who are older/secondary school need independence like maybe parents/carer not needing to be physically present to collect from the van in front of the house as long as the parent is at home. Or waiting on their own for pick up in front of their house. Gives them help to be independent and boost self-esteem.

Insert section on Communication strengthening the importance of parents and LA keeping each other informed of individual changes for parents and system changes for LA. Importance of close working with school staff and parents re Travel Assistance planning; informing parents and schools of any likely problems as a result of staffing issues etc, weather etc.

Make it easier to understand for parents

Pick up point is too far

Office staff need to be respectful and show some compassion

Will send separate email

We also had feedback/questions from parents that attended the engagement events, here is their feedback:

- **Travel Buddies** - I understand the need to prioritise, however it would be great if YP, who may not meet the criteria of having the 'potential' to be an independent traveller in the very near future, could also be included in this. Maybe particularly the older YP? The benefits being.... independence (walking or going on public transport with a buddy but without a parent;) getting used to being out and about and on public transport to give them (and their family) confidence to use public transport outside of school journeys; 'community presence,' quality of life and sustainability.
- **Costing for PTB** - I think the (privately arranged) travel buddy's time needs to take account of the reality of trying to employ someone for e.g. 30 minutes where they start and end at different places. Who's going to take that job? Buddies are likely to live locally and so may end up a long way from home. I appreciate this might work in some instances e.g. if it's a family member acting as the Buddy on their way to work. I also think that realistically you can't employ someone for less than an hour at a time.
- **Looked After Children** - while I understand it will (nearly always?) make sense for the new borough to make the new assessment and provide the transport when a CYP moves out of borough, I'm wondering how that transfer of responsibility happens? Does/could the Haringey Transport Team ease that transfer (when the CYP is already accessing transport) by liaising with SW Teams, Virtual Schools, new LA etc? And provide temporary transport while the new assessment is being made? Is there a fast track for agreeing payment to neighbouring boroughs? Given that moving boroughs can be where so many Looked After CYP fall through the cracks.
- **Domestic Violence** - similarly when families move boroughs due to Domestic Violence.
- **Temporary Medical Conditions** (including parents' temporary medical conditions) - how quickly can transport be provided? Is there a fast track? (I assume there is a fast track for crises?) The normal timescales of assessment etc would take too long. Re specific doctors' letters - can a common sense approach be applied by liaising with the school and using existing medical letters? Getting a specific letter from a doctor could take way too long. Getting the child back to school when they are fit and well enough for school (but not walking/public transport) should be the priority.
- **Children who live at two addresses** - complicated I know, but is there flexibility to provide transport from two addresses where there is shared custody when both addresses are in Haringey and there is a consistent pattern of where the child lives?

I think a few parts of the Policy are a bit confusing...

I think the fact that the document includes CYP without SEND as well as with SEND makes the Policy a bit confusing at times. (Although I understand that it needs to cover all CYP.) For instance the distance criteria. The statutory walking distances pops up in few places and then says it doesn't apply to CYP with SEND. Could the distance criteria be in one place at the beginning and then not mentioned again?

I'm assuming that an EHCP isn't required to apply for travel assistance? I couldn't find anywhere that says it is required but on the (current) Local Offer the application form for travel assistance says that an EHCP must be provided. Maybe those without EHCPs are covered by the sections on temporary medical conditions, parental disability and crises? What about those with new or deteriorating health conditions who are applying for EHCPs? Could the need, or otherwise, for an EHCP be more explicit in the Policy?

I think the Behavioural Standards chapter is rather unclear. I think I understand (and appreciate) the message that the reasoning is to keep everyone safe rather than to have unnecessary rules. However I think the Policy rather ties itself in knots by saying there are Principles rather than a Code of Conduct. And then listing what to me is a list of rules but calling them Principles! (I'm also not sure how easily people will understand 'Outcome of principle rule breaks'.) I suppose I wonder if this chapter could be simplified and the language clearer while still keeping the ethos? Also wondering if it would be simpler if the Policy just had 'Principles' (safety etc) and then the Rules/Dos and Don'ts as an Appendix? I'm guessing the Dos and Don'ts will evolve and may need regular updating so might be better outside of the Policy.

1.8 School Placementb) a child having an EHCP, with the preferred school being named in the EHCP. If a different school is named in the plan and the parent or carer still wishes to send their child to the preferred school. LBH will expect the parent to make their own travel arrangements, other than in exceptional circumstances. I did finally understand this, but I think it is confusing. (And it's a very important point.) Can it be made clearer?

I think the following have typos or at any rate I don't find them very clear.

1.6 Children and Young People Covered by this Policy: The child/young person will also have to be: - under compulsory school age. - of compulsory school age (5-16) with or without SEND. This is confusing to me. Could add or? But would it be clearer just to take it out and make the whole section shorter and clear? It covers everyone under 16 surely.

3.8 page 23 'a child/young person will be given travel assistance in the mornings only if finish school earlier than the regular school closing time' Would it help to move the word 'only?' (I read it several times before I understood it.)

We also had the following questions/statements asked/mentioned during the events:

"I have heard that children outside of the borough cannot get home school transport."

"Independent travel, can it work with a personal travel budget?"