

**Promoting independence, enabling mobility:  
Haringey's draft Travel Policy 2016**

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## **Promoting independence, enabling mobility: Haringey's draft 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 unless the following criteria apply. 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 traffic congestion, 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/carers and service users in a wide range of circumstances, and to ensure that those with particular and significant needs are appropriately supported. The Policy is divided into two main sections Children and Young people (0 to 18 years) 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.

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## 2. Policy Statement – Children and Young People

### 2.1 Introduction

The Policy does not affect, remove or reduce the legal responsibility of parents and carers 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 and the Post 16 Transport to Education and Training Statutory 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 508A, 508B, 508C, 508D, Section 509AA, 509AB, 509AC, 509AD and 509A 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 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.

This policy explains the entitlement to travel assistance for children and young people up to the age of 19 and up to 25 for those who have a statement of Special Educational Needs or an Education, Health and Care (EHC) Plan. 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 the duties 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 adult 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 transport.

In addition, parent and carers 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 and carers 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 Travel beyond statutory walking distances**

Local authorities must provide free home to school transport 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.

‘Suitable education’ is defined as ‘efficient full-time education suitable 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 transport.

## **2.3 Nature of the Route**

Councils will be required to offer travel assistance to children registered at a school within walking distance of home but, having regard to the nature of the routes which they could reasonably be expected to walk, cannot reasonably be expected to walk, and no arrangements can be made to attend a nearer appropriate school.

## **2.4 Travel to Alternative Provision**

- Pupils placed by their school

Pupils aged 14-16 who have been placed in alternative provision by their school are expected to make use of free travel on London Transport. Pupils can apply to their school 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))
- necessitate taking more than two buses.

Each school will have its own policy/criteria and therefore you will need to contact the school directly.

➤ Pupils placed by Haringey Council

Pupils aged 14-16 who have been placed in alternative provision by Haringey Council are expected to make use of free travel on London Transport. Pupils can apply to Haringey Council using the form at the end of this document 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)
- Necessitate taking more than two buses.

## **2.5 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 or transport arrangements can be considered. Each case will be considered on an individual basis bearing in mind the individual circumstances of each particular case. In considering the transport arrangements for a pupil attending a religious denominational school, we may require proof of the family's adherence to that particular faith.

## **2.6 Free School Meals**

Pupils are entitled to free transport where on free school meals or their parents are in receipt of maximum Working Tax Credit if the nearest suitable schools 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).

## **2.7 Post 16 Transport**

The Post 16 Transport to Education and Training Statutory Guidance makes clear that the overall intention of the 16 – 18 transport duty is to ensure that learners of sixth form age are able to access the education and training of their choice and to ensure that, if support for access is required, this will be assessed and provided where necessary.

The aim of the statutory guidance is to ensure that, at a local level, account is taken of policy changes under the Education and Skills Act 2008 by which young people are required to stay in education or training until their 18th birthday. To support the raising of the participation age local authorities have responsibility for promoting the effective participation in education and training of young people who are subject to the duty to participate. Under the September Guarantee, every young person aged 16 or 17 must be offered a suitable place in education or training and increasingly young people will be undertaking apprenticeships and traineeships. Ensuring that young people have access to the education and training provision that is commissioned at a local level will be essential in order to support these reforms.

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

This section explains what travel assistance may be provided for children and young people with a Statement of Special Educational Needs (SEN) or disabilities or an Education Health Care Plan, 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 or mobility problem, who:

- Live within the defined walking distance, but cannot be expected to walk;
- Cannot be placed by the Local Authority at a suitable school within walking distance or by accessible public transport;
- Have needs such that they cannot access public transport.

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 SEND under the age of 5

There is no legal requirement for the Local Authority to make special arrangements 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 or guardian.

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 look at the individual circumstances and the individual merits of the particular case.

For children who do not fall within the SEN criteria and are not eligible for LA travel arrangements, Haringey may offer support, depending on availability.

- Children and young people with SEND aged 5-16

The Local Authority will make a decision for children with a Statement of Special Educational Needs or an Education, Health and Care Plan, long term medical needs or disabilities based on a number of key criteria which include:

- distance from home to school
- 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);
- and 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 transport costs for a child, if a nearby school can meet the child's needs but the parent(s) expresses a preference for a school which is



further away and beyond reasonable walking distance. If this were the case the parent(s) would be expected to pay the costs of travel arrangements.

- 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 (or nominated carer), to accompany their child to and from school via public transport. Reimbursements will be made for journeys taken at the start and end of term, 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 or carer then they should accept full responsibility and make alternative arrangement to transport their child to and from school.

- Young people and adults with SEND aged 16 – 25

For young people with statements or Education Health Care Plans who move from schools to Further Education colleges at age 16, and who were given transport support until the end of their school studies, transport provision will be reviewed. Where Haringey Council has decided that it is necessary to provide transport, 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.

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

## **2.9 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 Over 16s:* 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 distance limit 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.

### **2.10 Summary**

In summary, councils in England must:-

1. Have regard to the Government's Guidance, publish information about travel arrangements and consult.
2. Have regard to any parental choice of school based upon the parent's religion or belief.
3. Provide free transport to and from school for Eligible Children (as defined by Schedule 35B of the Act) for whom no (or no suitable) free travel arrangements are provided.
4. Prepare for each academic year a transport policy statement specifying travel arrangements for persons of sixth form age and secure that effect is given to such arrangements.

There will then be a small number of children for whom the Council will need to make arrangements to provide travel assistance dependent upon an eligibility assessment and where applicable, means testing. These will include:

- Pupils with special educational needs, disabilities or mobility problems who cannot reasonably be expected to walk to school,
- Pupils who are required to travel beyond the relevant walking distance to reach their school because the LA is unable to make arrangements at a suitable school nearer to home.
- Pupils unable to walk or wheelchair in safety to school because of the nature of the route.
- Pupils entitled to free school meals,
- Parent's awarded working tax credit at the maximum rate
- Pupils who are attending a faith school.

The Authority has discretion to make such school travel arrangements as they consider necessary for children who are not Eligible Children (as defined by Schedule 35B of the Act) and to provide assistance with travel for nursery education.

## 2.11 Reviews, Appeals and Complaints

### Reviews

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

- a) **Annual Review.** Every pupil with a Statement 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/carers.
- 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 or EHC Plan** . Transport 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/carers must reapply.
- g) **if there is a change in other circumstances that affect eligibility.**
- h) **If there is a change of home address.** Distance criteria will be recalculated and may change eligibility for travel assistance.

### Appeals

Appeals will be considered and responded to in line with statutory guidance.

## 2.12 Complaints

**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.

### **3. Policy Statement – Adults (18 +)**

#### **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 Policy has been drafted in light of the Care Act 2014 and the wider focus on promoting wellbeing, preventing reducing or delaying need and information, advice and guidance. 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+) with the exception of those adults aged 25 or lower who have a SEND. This is not a general policy regarding transport. 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**

This policy rests upon a general assumption and expectation that service users will meet their own needs for travel to access and take advantage of existing services or support.

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. Haringey’s aim is to support the promotion of independence through the provision of Travel Training and by developing community involvement.

Travel arrangements are not a service in its own right – it is a means of accessing services or support. The overriding principle is that the decision to provide transport is based on needs, risks and outcomes and on promoting independence.

Funded transport will only be provided if, in the opinion of the assessor, it is the only reasonable means of ensuring that the service user can be safely transported to an assessed and eligible service. Where there is appropriate transport available (either personal or public transport), it will be assumed that the service user will use this as a first

option. Transport will only be provided 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:-

**Transport will be considered only if:-**

- No suitable public transport is available
- No other modes of travel are available for example walking, access to a family car or a vehicle funded through the Motability Scheme
- The client is not able to use public or community transport for health or other identified reasons
- It places an unreasonable additional responsibility on family or other carer.
- Transport is identified as part of a Continuing Health Care Package or Section 117 of the Mental Health Act;

**Travel arrangements will not be provided if:-**

- Suitable public or community transport is available and can be used by the individual
- Other modes of travel are available for example walking, access to a family car or a vehicle funded through Motability
- It doesn't place an unreasonable additional responsibility on family or other carer.
- It is to attend routine health appointments unless it is part of an agreement with health.

### **3.4 Charging**

The policy recognises that there may be charges applied for the provision of travel arrangements and that these may increase over time.

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

### **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 arrangements 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 transport should be reviewed on a predetermined basis, e.g. at the annual review.

Concessionary Travel

Individuals who qualify for concessionary travel (see appendix two) 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**

Individuals who are assessed and successfully travel trained will only travel independently if it is appropriate and safe for them to do so. The capacity to travel independently will always be subject to a risk assessment.

When assisted travel is provided the Council will ensure that providers are on an approved list of contractors, drivers have enhanced DBS clearance and have received passenger assistance training and any other training necessary for travel, in particular, individuals with very specialist needs. As the Council continually strives to achieve value for money, transport providers change. However any change will only be made after consultation with the individual, carer and care manager.

### **3.7 Process**

The need for travel arrangements must be part of the initial assessment of an individual's needs 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 need to be met and after all travel options including an individual's use of Personal Independence Payment (PIP) (mobility component) and other transport concessions have been considered.

The provision/funding of travel arrangements are designated a desirable service and is not therefore guaranteed as part of a care package.

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

The adults social care process is set out in appendix 1

### **3.8 Personal Budgets**

The assessed travel need will make up part of the persons' personal budget. This can be taken as a direct payment or as a council managed service. Service users can pool their budgets to meet their travel needs. The personal budget can be used to purchase travel assistance options.

### **3.9 Reviews and Appeals**

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 one month will be agreed so that alternative arrangements can be made according to needs and circumstances if required.

In all other circumstance, provided all travel options have been considered, evidenced and recorded, assisted travel will 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 or travel arrangements proposed by the Council, they have the right to appeal.

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

During an appeal, travel assistance will not be provided (although it will continue for those pupils 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 areas 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 and why they feel unable to undertake this responsibility themselves.

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. If the service user is still dissatisfied they may make further appeal to the Adults Travel Appeals Panel.

### **Stage Two**

Any Parent/carer still dissatisfied with the outcome of a stage 1 should write again to;  
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 and why they feel unable to undertake this responsibility themselves.

Stage 2 appeals will be considered independently of Haringey Council Adult service. A letter detailing the outcome will be sent to the service user. Following independent consideration, decisions at this stage are final.



#### 4. Travel assistance options

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

- a) Provision of a travel card for the child to use on public transport (train, tube, DLR in addition to use of bus and tram currently available via Transport for London)
- b) Provision of a bus pass for a parent/carer or responsible adult (of parent/carer choice) to accompany the child to/from school.
- c) Reimbursement of mileage costs for parents/carers who are deemed able to transport their children to school in accordance with Her Majesty's Revenue & Customs (HMRC directions).
- d) An allocated Personal Budget for parent/carers to arrange transport themselves
- e) Passenger Transport Service (PTS) (See Appendix 4 for how to access the service) coordinates home-to-school transport for children and 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 and children looked after by the local authority.

Once a child with SEND has been assessed and received an EHC plan where travel to school requirements identifies transport needs, the PTS will provide the transport.

For a 'looked after' child the service is provided irrespective of where the child lives (in or out of borough)

The PTS team works collaboratively with other Local Authorities to provide transport for service users where possible.

- f) Home to school transport via existing school bus route.
- g) In exceptional circumstances, travel assistance may be provided by licensed taxi with or without a passenger assistant.
- h) **Provision of travel through commissioned community/voluntary based schemes**
  - **Community Ride** scheme (along the lines of the community ambulance schemes) provided through a commissioned voluntary agency
  - **Car Share Scheme.** A lift may be provided through a car journey matching service where a parent or carer 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.
  - **Walking Bus** - 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.
  - **Travelmate** – peer accompanied journeys
- i) **ZipCar scheme** is a car club that gives you access to the car or van you need when you need it, perfectly maintained but with none of the hassle or expense or ownership. Zipcar is far simpler and more convenient than conventional car hire. When you need a car, just choose your make and model from the great selection parked around your local area; get in and drive off.
- j) **Licensed Taxi** - In exceptional circumstances, travel assistance may be provided by licensed taxi with or without a passenger assistant.
- k) **Dial-a-Ride** membership is open to people with a permanent or long-term disability which prevents them using scheduled public transport services. <https://tfl.gov.uk/modes/dial-a-ride/>

l) **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. <http://www.haringey.gov.uk/environment-and-transport/travel/passes-and-concessions/taxicard>

j) **Travel Training** – to be supported to gain confidence and independence; is a gradual process which finishes with unaccompanied journeys.

Haringey Council will allocate transport 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 transport, (eg no transport sharing options available, significant challenging behaviour and/or significant medical needs). The Local Authority where agreed will provide home to school transport collecting identified children and young people from agreed designated pick up points or bus stops and where not appropriate then from designated home addresses. The vehicle will arrive at the designated pick up or drop off point at agreed times [+/- 5 minutes]. Parents/carers who bring their child late to the drop off point will be expected to bring the child to school themselves.

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, transport 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 school). In cases of exclusion, illness etc, when a child has to go home during the course of the school day the school, or parent/carer would be responsible for transport.

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/carer must present a current photo card.

## **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) focussing 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 transport
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).

## **Appendix 1. Travel Assistance service standards and expectation**

Travel assistance is provided in the form of Coach Escort to support vulnerable children, young people and adults on transport.

They are responsible for escorting children and young people with special educational needs to and from home and school and other destination on vehicle provided by Haringey Passenger Transport Services.

They ensure the safety and well being of passengers with special needs during their journey from home to school/colleges/centres at the beginning of the day and return at the end of the day provided by Haringey Passenger Transport Services.,

The following duties are performed in addition to the duties listed on the Coach Escort job description.

### Duties

1. To ensure that all passengers are transported in a safe and proper manner
2. To collect children from school and return them to a responsible adult at the drop off address at the end of the day.
3. To ensure that all passengers are safely strapped in throughout the journey undertaken.
4. To ensure that the passengers are safely boarded onto vehicle: placing wheelchair onto vehicle: placing wheelchair onto the tail lift: securing handbrake and where appropriate, accompanying pupils on tail lift: placing wheelchairs from tail lift onto designated position in vehicle and where required, ensuring passengers are safely strapped in (The operation of the tail lift is the responsibilities of the driver)
5. To assist children boarding the vehicle as necessary To decide upon appropriate seating arrangement in the vehicle having regards to the disabilities or requirement of the passengers and to ensure that they are correctly and comfortably seated.
6. To be responsible for valuables, medication aids belonging to passengers and ensure they are safely at all times.
7. To be responsible for the care, safety, well being and welfare of passenger during the journey and ensure that the drivers is not disturbed whilst the vehicle is in motion
8. To deal with body spillage's during the journey in accordance with Council Procedure's. To liaise with transport office, parents and teachers in matters which may affect the Passenger's on the journey and to parents and teachers anything which may affect the well being/behaviour of the passengers at home or school e.g. sickness, fits or other illnesses.
9. To ensure all vehicles are maintained to a high standard of vehicle cleanliness.
10. To check all vehicles aids, i.e. seat belts, harness, child seats, wheel clamps, etc. and that they are properly fitted and secured as provided by Education Services.
11. To ensure that open windows and doors are safely secured before the vehicle starts moving.

## Appendix Two – Pick up 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.

Information in the escort Handbook [also included in the parent pack] as follows:

### DOOR TO DOOR TRANSPORT -

- If you cannot deliver a child home after school due to no responsible adult being at home, you must follow the procedures below:
  - If no responsible adult is at home to receive the child, you should contact the Transport Office, put a the first notification card through the door before continuing your journey and deliver the remaining children to their addresses, then return to the address of the child. If there is still no one at home, telephone the Transport Office for advice. You have to inform the Transport Office at every stage of this process.
  - The note should confirm the time and read:  
“I have just been to your home to drop off your child and there is no one at home; I have now left to drop off the other children on the vehicle and will return soon”.
- With the authorisation of the Transport Officer [as a last resort] if on return there is still no one at home or drop off point to collect the child; you will be directed to proceed to Hornsey Police Station. The Transport Officer will notify the Police Duty Officer, that you are on your way. Before doing so, you must complete the appropriate card with a date and time (or leave a note if you have no cards) giving full details including a phone number and an address of where you have taken the child, which must be put through a letterbox or text to parent's phone
- A Transport Officer will remain at the Police Station until parent/carer of the child arrives to collect he child.
  - The card/note or text to be left for the parent/carer should read thus:  
“We have now returned to your home or drop off point again and there is still no one at home or drop off point. The Transport Office has advised that your child be taken to Hornsey Police Station, Tottenham Lane N8 7EJ. A Transport Officer will be with your child until you arrive to collect your child”. Police Station telephone number is – 0208 889 1212

### FOR CENTRALISED PICK UP ARRANGEMENT –

If a child cannot be delivered to a responsible adult at the end of the day on arrival to a drop off point.

- The Escort will contact the parent/carer via text/phone call informing them that the vehicle will be moving to the next drop off point
  - Parents could either make their way to the next drop off point to collect their child

Or wait opposite the original drop off point for when the vehicle returns on journey

### **Appendix 3 – Eligibility Criteria for Children and Young People’s access to travel assistance**

Eligibility is based on the needs of the child, and not family circumstances such as parental/carer 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 EHC Plan
- 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/carers 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.

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 relatively short distances to school owing to disability or mobility problems (including temporary medical conditions) and family circumstances make it impossible for the parent or carer to take the child to school.
- b) Is of pre-school age and has undergone an assessment for a Statement or EHC Plan there is clear evidence that a child has significant special education needs and the Authority has recommended a place at a specially resourced nursery unit and this unit is over two miles away from the home address.
- c) Is undergoing Statutory Assessment, meets eligibility criteria, and has been placed on an assessment placement by the Haringey Council SEN team.
- d) Is over the statutory school age of sixteen and has mobility difficulties of such severity that it is impossible to travel independently between home and school/college. Assistance may be provided in specific circumstances where:
  - The young person is under eighteen years of age or older if they started a course of further education before their nineteenth birthday and are still participating in that course and;
  - They are attending the nearest appropriate school/college and;
  - They are following a full time course leading to or working towards a recognised qualification.

All decisions will be based upon clear medical/specialist advice, evidence of need and parental circumstances and any changes that are to take place in relation to SEN Transport will be discussed with parents whose children are affected.

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/carer 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 transport 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 who have a Statement or EHC Plan aged 14+, vehicular transport (school bus or taxi) will not be offered. If the distance criteria are met then the Authority may offer petrol reimbursement for parents or a travelcard. The exception will be those pupils with severe learning difficulties or profound and multiple learning and physical disabilities.

e) Where higher rate Disability Living Allowance (DLA) for Mobility has been issued for the benefit of the child who travel assistance is being requested. This will be done on a case by case basis and in discussion with parents.

f) For children in Early Education Settings/Pre-school Children - Children under the age of 5 years are eligible to travel free on public transport when accompanied by a fare-paying passenger. Where there is a profound need application may be made and the transport policy would be applied.

g) 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. For further information and assistance you will need to contact Haringey Council ACS on ☐ 020 7926 4761.

h) When transport is being requested solely because a child is being raised by a lone parent.

i) When transport is being requested solely because one, or both, parents are registered disabled, travel assistance may be available via Haringey Council. For further information and assistance parents will need to be able to 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.

j) Where a child does not have a Statement or an EHC Plan and cannot attend school for a diagnosed medical condition, travel assistance may be available. For further information and assistance you 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 their chosen address for travel assistance purposes. The Council may require proof of this address as travel assistance will not automatically be provided to more than one home. For further information and assistance you will need to contact Haringey Council Customer Services.

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**Appendix 4 - How to access Passenger Transport Service (PTS)  
What the Service does**

The service coordinates home-to-school transport for children and 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 and children looked after by the local authority.

Once a child with SEND has been assessed and received an EHC plan where travel to school requirements identifies transport needs, the PTS will provide the transport.

For a 'looked after' child the service is provided irrespective of where the child lives (in or out of borough)

The PTS team works collaboratively with other Local Authorities to provide transport for service users where possible.

### **Pupils with an EHC Plan**

For Pupils with an EHC Plan to be eligible for Travel Assistance the requirements must be outlined as part of a travel/independence development plan within the EHC Plan.

### **Where a child without a statement/EHC Plan cannot attend school**

Where a child without a statement/EHC Plan cannot attend school due to specific diagnosed medical reasons, travel assistance may be available via Haringey Council Social Care Service. For further information and assistance you will need to contact Haringey Council CYPS Family Support Service at 40, Cumberland Road, Wood Green, London, N22 7SG or on 020 8489 3671,

### **How a child or young person can start using the service**

All transport requests come from the EHC plan. This is picked up from the EHC plan and passed by the Special Educational Needs and Disabilities (SEND) Team who are responsible for funding this service provision to the PTS.

Transport requests will be processed promptly. However parents/carers should allow up to 30 days from submission of requirement to implementation. In order to inform fully the decision making process and prevent unnecessary delays, parents/carers should ensure they provide as much information and evidence as possible to the EHC assessment process to support their case.

Once a decision has been made, the SEND Team will contact parents/carers advising the outcome, and if eligible, implement travel assistance through a referral to the PTS.

### **How decisions are made about eligibility for our service**

Decisions about eligibility for home to school transport are made through the EHC assessment process. The SEND Team keeps in touch with parents of children who may require transport and liaise with them about Panel decisions.

### **How PTS communicates with service users and how they are involved in decision making/planning**

PTS liaise directly with parents/carers once the referral has come to us and when required with updates on their child's transport.

Parent/Carers are invited to participate in an annual satisfaction survey for transport services received by their children or young person in their care. This survey is in English but we can arrange for it to be translated into specified languages where possible.



Parents are provided with an information booklet annually (before the start of the school year) which includes what to expect for the children/young people as well as parents'/carers' roles and responsibilities.

### **PTS Accessibility**

The PT service operates accessible vehicles for wheelchair [and buggy] users in form of accessible minibuses and Dublo type vehicles. All wheelchairs and buggy must be crash tested to ensure they can be used safely on transport.

Coach Escorts are employed to support vulnerable children and young people on transport.

### **Training staff will have had in supporting children and young people with special educational needs and disabilities**

Coach Escorts who support children and young people on transport have the following training:

- Passenger Assistant Transport Scheme [PTS] training
- Child Protection and Safeguarding Awareness
- Dealing with challenging behaviour in children, young people and adults
- Basic First Aid Training
- Securing and Restraining Wheelchair users on transport including use of harness
- Team Teach – positive handling technique training
- Makaton – Basic sign language [non verbal communication]
- Behaviour Management briefing at specific special school – offered by individual special schools

### **Who a service user should contact if they want to raise a concern or complain about something**

In the first instance all concerns should be directed to  
Nneka Keazor, Transport Operation Team Leader  
Telephone: 0208 489 5768  
Email: [nneka.keazor@haringey.gov.uk](mailto:nneka.keazor@haringey.gov.uk)

Any formal complaints will be forwarded to the Feedback Team

Parent/Carer can contact the Escort Team Coordinator to discuss their child's transport

Smeeta Pydiah  
Telephone: 0208 489 1538  
Email: [Smeeta.pydiah@haringey.gov.uk](mailto:Smeeta.pydiah@haringey.gov.uk)