The Royal Borough of Greenwich
Home to School Travel Assistance Policy
(including the post 16 transport policy statement)
Introduction

1. Children and Young People covered by this policy
2. Schools covered by this policy
3. Parental responsibility
4. Eligibility Criteria
   4.1 The mileage criteria
   4.2 Travel assistance for children of pre-school age
   4.3 Travel assistance for low income families
   4.4 Travel assistance for children and young people with Special Educational Needs and/or Disability (SEND) of compulsory school age.
   4.5 Travel assistance for children and young people who are Looked After
   4.6 Travel assistance for young people over the age of 16 without SEND
   4.7 Travel assistance for young people between ages of 16 and 25 and have an EHC Plan
5. Preference for a particular school
6. When and how assistance will be provided
   6.2 Provision of passenger assistants
7. The application, assessment and review process
   7.1 Stage 1: application
   7.2 Stage 2: assessment
   7.3 Making the decision
   7.4 Reviews
8. Appealing a decision
   8.1 SEND appeals
   8.2 Other appeals
   8.3 Stage 1
   8.4 Stage 2 – final appeal
9. Ceasing of support
10. Feedback about the service

Appendices:
Appendix 1 – Contact details
Appendix 2 – Available sources of support Post 16
The Royal Borough of Greenwich (“Royal Greenwich”) is committed to ensuring that every child, young person and family in Greenwich has the opportunity to lead independent, healthy lives, to feel safe and secure, to achieve their full potential and to access travel and transport to school which promotes this as well as maximises benefits to the environment.

This document sets out the policy of Royal Greenwich in relation to the provision of free school transport and travel assistance for children and young people of compulsory school age, and for those between the ages of 18 and 25 who have an Education, Health and Care (EHC) Plan.

It includes how young people over the age of 16 are supported to continue to access education and meets the statutory requirements of a Post 16 Transport Policy statement.

This document also explains how parents, carers and (where appropriate) young people may apply for assistance with travel and transport, how decisions are made and how parents/carers may appeal against decisions that they are unhappy with.

The policy is intended to provide clarity for parents and carers in a wide range of circumstances, and to ensure that children and young people with particular and significant needs are appropriately supported.

This policy refers to “travel assistance” rather than free school transport because in practice the form of assistance or transport provided will vary, as explained further below. If Royal Greenwich agrees to provide travel assistance, it will be provided in a safe manner taking account of the child or young person’s specific needs and with regard to the best use of the Council’s resources.

Since September 2006 all pupils up to the age of 16 have been entitled to free transport on buses within London. In light of this, the Royal Borough of Greenwich considers that this is sufficient to meet the transport needs of most children and young people of compulsory school age.

Royal Greenwich is committed to reducing traffic congestion, improving road safety and reducing the environmental impact of vehicle journeys by promoting the use of alternative forms of travel, such as walking, cycling and use of integrated public transport. In this regard, the Council has adopted the principles contained in its Sustainable Modes of Travel Strategy and works closely with schools to develop School Travel Plans that help to achieve this aim. Wherever possible, in the provision of travel assistance the Council will consider travel options that lead to reducing the number and length of vehicle journeys.

This policy has been developed with full regard to the Department for Education’s Guidance on home to school travel and transport.
1 Children and young people covered by this policy

This policy applies to all children and young people who are:
Resident in Greenwich or Looked After by Royal Greenwich, but not necessarily living in Greenwich; and are

- Under compulsory school age
- Of compulsory school age (5-16)
- Over the age of 16 with or without SEND
- Between ages of 16 and 25 and have an EHC Plan

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

1.1.4 Where a family is moved, even temporarily, to another Local Authority, the Local Authority to which the family have been moved will be responsible for any travel assistance considered necessary, even if the child remains in a Greenwich School.

2 Schools covered by this policy

This policy refers to “suitable” and “qualifying” schools. “Suitable” means that the school is suited to the pupil’s age, ability and aptitude and any special educational needs the pupil may have.

A “qualifying school” means a school maintained by a local authority (“state school”), a pupil referral unit, a non-maintained special school or an Academy (including Free schools and University or City Technical Colleges). In the case of a pupil with an EHC Plan, an independent school will be a “qualifying school” if it is the only school named in the pupil’s EHC plan, or it is the nearest of two or more schools named in the EHC plan.

1.2.1 Admissions and travel assistance are separate matters and acceptance at a particular school does not necessarily entitle the child or young person to travel assistance.

1.2.2 Any issue about whether there is a nearer suitable school which the child or young person could attend will normally be determined by reference to the availability of that school during the normal admissions round.

1.2.3 In Royal Greenwich – walking distance is calculated using Google maps
3 Parental responsibility

1.3.1 Parents/carers are responsible for ensuring their child attends school. This may include making or assisting with travel arrangements to and from school and/or accompanying their child. No dispensation can be made for parents who are working at the time their children travel to and from school, or who have other children to get to school. Parents are expected to make other suitable arrangements for someone else to accompany their children as necessary.

1.3.2 Where assistance is being provided by Royal Greenwich for a child to be collected from a collection point, or from their home, parents and/or carers must ensure that their child is ready at the agreed point by the allocated time in the mornings and must be ready to receive their child at the end of the day. Where a parent/carer does not ensure that their child is ready in the morning for collection or where the parent is not present in the evening to ensure their child’s safe collection, consideration will be given to withdrawing the offer of assistance with transport. In this case, if the child remains eligible, parents will be offered alternative assistance.

4 Eligibility Criteria

For the purposes of section 508B (travel arrangements for eligible children), Schedule 35B of the Education Act 1996 defines “eligible children” – these categories of children or young people will always be given travel assistance by Royal Greenwich if they are:

- Attending or have secured a place at the nearest appropriate qualifying school and
- Unable to walk to school by reason of their SEN, disability or mobility problem (including temporary medical conditions);
- Unable to reasonably be expected to walk because of the nature of the route
- Living outside “statutory walking distance” where no suitable alternative arrangements have been made
- Have any other exceptional circumstances (applicable to each case and considered on a case by case basis).

The majority of Royal Greenwich children and young people with SEND do not receive special travel assistance from Royal Greenwich. **Wherever possible, Royal Greenwich expects parents/carers of children and young people with an Education Health and Care (EHC) Plan to make arrangements for their child to attend school in the same way as for parents/carers of children without a plan, as this is an important factor in developing the child or young person's independence, social and life skills.**

4.1 The Mileage criteria

Children and young people who attend their nearest qualifying school and the distance between their home address and school is over the statutory walking distance are in principle entitled to travel assistance. This is measured by the route that a child or young person might reasonably be expected to walk to school accompanied where necessary by his or her parent or carer and is:
• 2 miles for children under 8 years of age
• 3 miles for children or young people aged 8 or over

However, all children and young people up to the age of 16 are entitled to free travel on buses within London and Royal Greenwich considers that this will be suitable for the majority of children and young people.

Therefore, travel assistance will only be provided by Royal Greenwich under this heading where it considers that something additional or different is required.

**Consideration will be given to the following:**
• The school attended, reasons for attendance at a specific school and if a closer appropriate school is/was available at the time of allocation.
• The nature of the route to be travelled.
• A child or young person’s ability to travel alone or accompanied.
• Whether the child or young person has been permanently excluded or a managed transfer has been negotiated.
• where a child has SEN, a disability or a mobility difficulty (see 4.4. below)
• Any other exceptional circumstances applicable to each case. An example might be:
  o a child or young person who has been temporarily moved out of their home in Royal Greenwich due to violence or eviction
  o a child or young person who has been excluded and a new place or managed move has been negotiated
  o a child or young person in his or her final year of primary or secondary school where there has been a change of care arrangements.

**4.2 Travel assistance for children of pre-school age**

Children of pre-school age will not be offered travel assistance by Royal Greenwich other than in exceptional circumstances. Examples of exceptional circumstances could be where a child has special educational needs and has been provided with a specialist provision by Royal Greenwich, where either the parent/carer or child has a disability or where there is intervention by Royal Greenwich on the grounds of safeguarding or social care.

**4.3 Travel assistance for low-income families**

Travel assistance maybe provided where one or both parents are in receipt of a qualifying benefit and as a result are deemed to be a “Low income family”. In this case parents or carers will need to provide evidence that they are in receipt of one of the following support payments:

• Income support
• Income related employment and support allowance; or
• Income based job-seekers allowance; or
• Child tax credit, provided they are not entitled to working tax Credit and have an annual income (as assessed by HM Revenue and Customs) that does not exceed £16,190; or
• Working Tax Credit ‘run on’ – the payment someone may receive for a further four weeks after they stop qualifying for Working Tax credit; or
• Guarantee Element of state Pension credit; or
• Support under part VI of the immigration and Asylum Act 1999

Note – some of the above benefits are being replaced by Universal Credit. This includes Income Support, Income related Job Seekers Allowance, Income related Employment Support Allowance, Housing benefit, Working Tax credit, child tax Credit. Parents who were previously eligible for assistance with home to school transport under the old benefits should still be eligible for assistance one they are in receipt of Universal Credit.

Parents are responsible for advising Royal Greenwich if there has been a change in their circumstances.

Children or young people in such families who do not qualify for travel assistance under the criteria in section above are nonetheless entitled to travel assistance if they satisfy the mileage criteria in 4.1 above

• 8-11 year olds: Children aged between 8 and 11 years of age from low income families are entitled to free travel assistance where they are attending their nearest qualifying school and that school is more than 2 miles from their home
• 11-16 year olds: Children and young people aged 11-16 from low income families are entitled to free travel assistance if they are attending a school more than 2 miles but not more than 6 miles from the home address and it is one of the three nearest suitable qualifying schools from their home. The distance is extended to 15 miles if the parents or carers have selected the nearest qualifying school based on their religion or belief and, having regard to that religion or belief there is no suitable qualifying school nearer to home.

4.4 Travel assistance for children and young people with Special Educational Needs and/or Disability (SEND) of compulsory school age

4.4.1 Royal Greenwich has a duty to make particular travel arrangements for children and young people with special educational needs and disabilities to facilitate their attendance at an appropriate education provision. These responsibilities are set out in the Education Act 1996, as amended by the Education and Inspections Act 2006. It is important to note that the 2006 Act refers to travel rather than transport. Therefore, travel assistance can consist of a range of options depending on the needs of the child and young person.

4.4.2 The statutory minimum walking distance (calculated using Google maps) for children or young person with SEND to be eligible for assistance from Royal Greenwich are:
• 2 miles from school for children aged eight years or under
• 3 miles from school for children aged eight years or over

4.4.3 In addition to considering the distance from the child or young person’s home to school, Royal Greenwich will also consider:
• The needs of the child.
• The complexity of the home to school journey.
• The use of public transport whenever possible and appropriate.
• Promoting independent travel and travel training.
• Promoting a healthy approach to travel assistance as far as possible by encouraging the child or young person to walk to school.
• The most cost effective travel assistance arrangements.

4.5 Travel assistance for children and young people who are looked after

4.5.1 For children and young people who are looked after by Greenwich but not necessarily living in Greenwich, the Local Authority where the child lives in responsible for assessing their travel needs. If travel assistance is agreed by that authority, Royal Greenwich is responsible for reimbursing the cost.

4.5.2 Similarly, children and young people living in Greenwich, but looked after by another Local Authority, will have their travel needs assistance assessed under Royal Greenwich policy with their home authority remaining responsible for the cost.

4.6 Travel assistance for young people over the age of 16 without SEND

4.6.1 The council has a duty to specify the arrangements in place for assisted travel to facilitate the attendance of young adults of sixth form age receiving education or training at a place of learning. This Section and 4.7 describes what those arrangements are.

4.6.2 In most circumstances, the council expects the young person to make their own arrangements to travel to and from their place of learning independently.

4.6.3 A young person under this category is eligible for travel assistance if they meet the general distance criteria and

• Their study programme is at foundation learning level, level 1, 2 or 3 (their study programme should normally be at a higher level than their previous achievements.)
• their study programme is full-time – equivalent to a minimum of 18 hours a week; (their study programme does not have to last a full academic year)
• their learning provider is the nearest provider that can meet the majority of their needs.

4.6.4 Travel assistance will not be provided on the basis of one subject being unavailable at your nearest learning provider.

4.6.5 Before Royal Greenwich will consider any application for travel assistance a young person must demonstrate they have explored and exhausted all available sources of support as set out in Appendix 2.

4.6.6 A young person will not be eligible for travel assistance if
  o Their study programme is at Level 4 or higher, including a foundation degree;
  o They are employed and starting or continuing an apprenticeship. (Apprentices aged 16-18 can apply for a 16+ Oyster photo card)
  o their chosen study programme takes place at a privately -funded organisation

4.6.7 Young people aged over 18 years and on the first year of their apprenticeship are eligible to apply for an Apprentice Oystercard.

Appendix 2 sets out more information about different types of assistance for this group
4.7 Travel assistance for young people who are between ages of 16 and 25 and have an EHC Plan

4.7.1 For young people with an EHC plan who move schools to places of learning at age 16 or above, and who were given travel assistance until the end of their school studies, they will have their travel needs reassessed at the end of year 11 at which point they should reapply for assistance.

4.7.2 If a young person did not have travel assistance prior to leaving school, and are continuing in full-time education elsewhere, they can apply for travel assistance at this point.

4.7.3 In most cases, young people are expected to progress towards more independent travel and it is expected that the previous education or training provider will have started to prepare young people with independent travel skills, and that parents and carers of young people will continue to practice independent travel throughout the summer holiday prior to starting any study programme. Royal Greenwich does recognise, however, that independent travel including free use of public transport is not always a possibility for students with severe and complex learning disabilities, and additional assistance with transport may be required.

4.7.4 Travel assistance may only be provided to the nearest available school or college offering a programme of study that will reasonably meet the identified needs of the learner.

4.7.5 When deciding whether a place of learning was chosen on reasonable grounds, the council will look at whether it made sense for the young person to choose somewhere that was not closest to home.

4.7.6 Existing sources of support must be identified at the point of application, including but not limited to any mobility allowance, direct payments, awards made under the 16-19 bursary fund, and will be taken into account when making a decision whether to provide, and about the level and type of travel assistance that may be provided. (See Appendix 2 for options)

4.7.7 Royal Greenwich reserves the right to apply charges to or request contribution from parents for travel assistance for young people over the age of 16.

5 Preference for a particular school

5.1 If, as a result of the parent expressing a preference for a particular school, a pupil secures a place in a school other than the school(s) identified by Royal Greenwich as appropriate to the child’s special educational needs or the nearest suitable school(s), it is unlikely that travel assistance will be provided. There is no obligation to provide travel assistance to the more distant school if it is further away from home than the school(s) proposed by Royal Greenwich.

5.2 Similarly, if a parent applies for travel assistance for a child with special educational needs as a result of the family moving house and wants their child to remain in a particular school, it is unlikely that travel assistance will be provided. There is no obligation to provide travel assistance to the more distant school, but it may be offered where there are exceptional circumstances.
It can reasonably be expected that the family will work with Royal Greenwich and the relevant schools to secure a place in a school nearer to the family home. An example of exceptional circumstance would be where the child is in their final year of primary or secondary school and will need to move school again within a short time period.

5.3. Where a child has an EHC plan and the parent’s preferred school is not the nearest qualifying and suitable school, and there is a nearer school that has indicated they can meet the child or young person’s needs, the school can be named on the EHC plan, alongside the name of the closer school that Royal Greenwich has identified can meet the child’s needs, provided the child’s parents undertake in writing to make their own travel arrangements and to be responsible for the cost of the same.

6. When and how assistance will be provided

6.1.1 Travel assistance will only be provided for the beginning and end of the school day.

6.1.2. Travel assistance will not be provided to facilitate attendance at non-statutory school activities, such as breakfast or after school clubs or for medical check-ups or if the child or young person has to be collected from school because of illness, except in exceptional circumstances. This remains parent responsibility.

6.1.3 Activities that form part of the national curriculum will not be affected.

6.1.4 In the case of boarding schools, travel assistance will only be provided at the beginning and end of the week/half term/term and in cases of a family emergency, to be determined at Royal Greenwich’s discretion. Other journeys may be agreed through social care arrangements only.

6.1.5 Travel assistance will be provided to and from overnight short breaks settings only if agreed in a written care plan set out by social care or health. This is expected to be part of a series of planned short breaks and should be arranged in advance. Requests made less than a week in advance will not be agreed.

6.1.6 Where a parent of a child who is eligible for travel assistance has arranged for their child to be cared for by a registered child minder at the beginning and/or end of the school day, as a regular permanent arrangement, provided this address is within a half a mile zone of the parent’s home and collection and drop off from this address involved no extra cost to the Council, this may be considered.

6.1.7 Once travel assistance has been agreed, the type of assistance will be determined by Royal Greenwich.

6.1.8 In most cases, this will be through an offer that promotes independence and sustainability such as oyster cards, freedom pass or other forms of independent and/or public travel. If transport is agreed, in most cases it will be from a collection point where parents will be expected to take their child or young person and be there when they are dropped off at the end of the day.

However, this decision will be based on the identified needs of the individual child or young person. Royal Greenwich has a commitment to continuously ensure value for money as well as to consider the environmental impact of any transport arrangements.

6.1.9 The type of travel assistance offered will be reviewed regularly and may change as the needs of the child or young person change.
6.1.10 Priority will always be given to travel assistance that help to develop travel independence skills to enable children and young people to lead independent lives as they grow older.

6.1.11 The following options will be considered when making a decision, taking into account the length of journey and travelling times. Over time additional innovative solutions may be developed and therefore, the options considered are not necessarily limited to those described below:

- **Oyster card** reimbursement for the parent to enable them to accompany their child.

- **Freedom pass**: To enable the child or young person to travel to school accompanied as necessary using London underground services.

- **Travel pass**: To enable the child or young person to travel to school accompanied, if necessary, by an adult via public transport solutions other than the free London bus scheme or the London Underground.

- **Independent travel training**: Independent travel training, focused on the needs and capabilities of a young person, can increase independence by developing personal, social and life skills. By working closely with parents/carers, the child or young person and the school, travel training will contribute to greater independence for the child or young person and thus will always be given priority as an option when considering suitable solutions.

- **Collection points** – these will be safe points where a group of children or young people can be picked up at the same time. Children and young people will be picked up and dropped off at a safe and convenient location, within a reasonable distance from their home. Parents will be expected to take their child or young person to the agreed point and collect them from there at the end of the day.

- **Parental reimbursement** – Parents/carers may receive reimbursement at the HMRC rate for using their own vehicle to transport their eligible child or young person to and from school. (This is currently 45 per mile for the first 10,000 miles, see http://www.hmrc.gov.uk/rates/travel.htm).

- **Direct payments or Personal Travel budgets** – in this case, Royal Greenwich would provide parents/carers with payments in advance where parents/carers agree to arrange transport for their children themselves.

- **Pupil Support Escorts**: It may be possible for a child or young person to walk or to travel on public transport if they have some assistance and where it is deemed impossible for the child or young person’s parent/carer to accompany their child. The Council may provide a pupil support assistant to accompany the child or young person and help build a level of independence over time.

- **Home pick up**: A home pick up and drop off will only be made where it is deemed essential due to the child or young person’s significant needs.

- **Transport vehicles**: Where assessed as essential, Royal Greenwich may provide a vehicle to transport a child or young person to and from home and school. Where transport vehicles are provided, these will be vehicles and drivers provided by a suitably qualified, registered, commercial provider working to contractual standards set by the Council.
Whenever possible, children and young people will travel together in buses. These will be specially adapted to meet the needs of those travelling on them. Each route will be planned on the basis of school start and finish times and the shortest possible route for all children and young people travelling on a particular vehicle.

- **Taxis and private hire vehicles** - Under very exceptional circumstances Royal Greenwich may transport a child or young person in separate taxis or private hire vehicles based on the assessed needs of the child or young person. This may be a result of specific health needs.
- They may also be arranged where a child is placed out of the borough and is the only child or only a small number of children or young people attending.

### 6.2 Provision of passenger assistants

6.2.1 A Passenger Assistant may be provided to accompany a child or young person to school in exceptional circumstances whether using public transport or on provided transport. Passenger Assistants will only be provided where they are necessary for the safe operation of vehicles and/or the care of children or young people. This will be determined during the assessment process.

6.2.2 Where a taxi is provided, a Passenger Assistant will not be provided simply because of the child or young person’s age or because he/she does not know the driver. In these instances, it is expected that a parent would accompany their child to and from school.

### 7 The application, assessment and review process (this applies to all children and young people under section 4)

#### 7.1. Timeline

The application process is designed to be as simple as possible whilst ensuring that full consideration is given to the specific needs of the child or young person. Parents should allow up to 30 working days from the date of application to the start of any assistance provided.

Royal Greenwich is introducing a cut-off date for travel applications made for the start of the academic year to support a more efficient process.

The dates for this will be:
Primary and secondary transfers: End of second week in March
Yr 11 leavers: End of second week in April.

Exact date will be on the Council website and Local Offer well in advance.

If applications are not received in time – unless there are exceptional circumstances, they will not be considered for the start of term in September, and parents will have to make their own arrangements until the following term.

This will not affect anyone whose circumstances change at any time after the cut-off date, eg where an EHC plan is finalised and the Local Authority places the child in different school, or where the family moves home.
The application process is dealt with in three stages;

7.2 Stage 1: Application

7.2.2 The parent/carer must make a formal application for travel support before any assistance is considered. Application forms can be obtained from:

- Royal Greenwich’s website
- Or by telephoning SEND Travel Assistance team
- Or by emailing the SEND travel assistance team: SEND.travelassitance@royalgreenwich.gov.uk

7.2.2 Applications should:

- state the reasons why you consider the child or young person is entitled to travel assistance and how the eligibility criteria set out above are met
- give the name of the school the child or young person is attending or, if the application is in relation to a future school, the name of that school and whether or not the child or young person has a place there yet;
- give any particular reason for the choice of that school;
- state what form of travel assistance (tube pass, taxi etc.) is sought
- provide details of any social security benefits which are or may be relevant to the application
- provide full details of any exceptional circumstances relied upon
- include any evidence in support of the application you wish Royal Greenwich to take into account
- It is the responsibility of the parent or carer to ensure that they provide the correct information and enough information to help them to make an appropriate decision.

7.2.3 Each application will be acknowledged within 5 working days of receipt of application.

7.2.4 When a new application is required.

- If there is a change of circumstances such as change of address, change of school, or when the parent changes the childminder – there needs to be a new application as the child may no longer be eligible for travel assistance, or there may be an alternative type of travel assistance suggested.

- If the child is still eligible for travel assistance, it may not be possible for arrangements to be put in place until the start of the next term. In this case, parents will be offered alternative arrangements such as mileage reimbursement, a direct payment or oyster card.

- when moving from
  - nursery to primary school
  - primary to secondary school,
  - at 16+ whether moving to a new school or college, or remaining at the same school

This is required whether or not the child has had travel assistance in the previous school

7.3 Stage 2: Assessment

7.3.1 This stage will include the evaluation of the information available including the application form, EHC plan, and any other written evidence provided, and family circumstances (where appropriate). This may include a home visit, consultation with the child or young person’s school/caseworkers and any other relevant specialists.
7.3.2. This stage will normally be completed within 15 working days following receipt of the application depending on the complexity of the circumstances. It is possible at this stage that the application may be declined.

### 7.4 Making the decision

7.4.1 In making decisions about travel assistance, Royal Greenwich will take into account all relevant legal considerations and guidance. Royal Greenwich will also take into account any exceptional circumstances of which the following are examples:

- a child who has an EHC plan at pre-school age
- vulnerability of child or young person
- a child who has complex health needs
- a child or young person who has been temporarily moved out of their home in Royal Greenwich due to violence or eviction
- a child or young person who has been excluded and a new place or managed move has been negotiated
- a child or young person in his or her final year of primary or secondary school where there has been a change of care arrangements.
- Parental disability

7.4.2 The following will **not** normally be considered exceptional circumstances:

- difficulties caused by parents/carers attending work or looking after other children
- difficulties for parents/carers getting children to or from collection and drop off points unless they have significant disability of health needs.

7.4.3 Each case will be considered on its own merits and examples listed here are not exhaustive and do not automatically qualify or disqualify a child or young person.

7.4.4 It is for Royal Greenwich to decide what type of travel assistance would suitably meet the needs for each individual child or young person.

7.4.5 The parent/carer will be informed in writing of the outcome of the application and receive details of the travel assistance agreed and any contact details they may require.

7.4.6 If travel assistance is agreed, the parent/carer should allow up to ten working days, from the outcome of the letter, for the provision to be put in place.

### 7.5 Reviews

7.5.1 Periodically, the travel assistance team will review the type of assistance the child/young person is receiving. This will usually be scheduled annually.

7.5.2 Travel assistance eligibility will always be re-assessed at key transfer points eg from nursery to primary school, and from primary to secondary school, and at the end of year 11.

7.5.3 Parents are responsible for re-applying in good time for this to take place and any arrangements to be put in place.

7.5.4 In some cases, the review may result in a withdrawal of assistance or a change in the type of assistance provided. Whenever possible, the travel assistance team will look toward progressing the child/young person towards more independent travel.
7.5.5 Eligibility for travel assistance will also be re-assessed when there is a significant change in circumstances, such as a change of home address or a change in the child’s/young person’s needs.

7.5.6 It is the responsibility of the parent/carer to notify the travel assistance team immediately of any changes that may affect the provision of travel assistance.

7.5.7 Any changes as a result of review will be implemented from the beginning of the next school term, unless the child has moved home or school.

8 Appealing a decision

Where an application for travel assistance is refused or Royal Greenwich proposes arrangements for travel assistance or changes to existing travel assistance that a parent or carer does not agree to, the appeal process is as follows:

An appeal must be submitted in writing within **28 days** of the letter refusing travel assistance or proposing changes to existing arrangements.

8.1 SEN appeals

Appeals must be sent to The Head of SEN, Royal Borough of Greenwich, The Woolwich Centre, 35 Wellington Street, London, SE18 6HQ or by email to Special-needs@royalgreenwich.gov.uk within 28 days of receiving the decision not to provide travel assistance.

8.2 Other appeals

Appeals other than for SEN must be sent to the Head of Admissions at Royal Borough of Greenwich, The Woolwich Centre, 35 Wellington Street, London, SE18 6HQ or by e-mail to School-admissions@royalgreenwich.gov.uk within 28 days of receiving the decision not to provide travel assistance.

8.3 Stage 1

8.3.1 This will be considered by the Head of SEN

8.3.2 The letter of appeal must provide the reasons for challenging Royal Greenwich’s refusal of assistance or changes to proposed arrangements and include any fresh documentary evidence.

8.3.3 **Your application will be reviewed and the evidence will be considered.** The original decision may be upheld, overturned or alternative solutions may be identified. If the application is not approved the person who is appealing will be informed of this and will be informed of the next and final stage of the appeal process within 28 days of receipt of the appeal.
8.4 Stage 2 – Final Appeal

8.4.1 This will be considered by an independent panel. Final appeals must be submitted in writing within 28 days of the date of the Stage 1 decision. The letter of appeal must provide the reasons for challenging the stage 1 decision and may include any fresh documentary evidence available.

8.4.2 The parent will be informed of the decision in writing within 28 days of receipt of the final appeal application. This decision is final.

8.4.3 If the parent/carer is unhappy with the decision reached they have a further right of appeal to the Local Government Ombudsman if it is considered that Royal Greenwich has failed to comply with procedural rules or there were any irregularities in the way the appeal was handled.

The Local Government Ombudsman’s contact details are:
- 0300 061 0614
- www.lgo.org.uk

8.4.4 If the parent/carer considers that the decision made at the appeal stage is flawed on public law grounds, they may apply for a judicial review.

8.5 During the appeals process no new travel assistance will be provided or in the case of existing arrangements, no change will be implemented.

8.6 Parents/carers will be responsible for ensuring that their child attends school until the outcome of the appeal is determined.

8.7 There is no right of appeal if a decision is made to vary the form of travel assistance. There is only a right of appeal if an application for travel assistance is refused or if existing travel assistance is ceased.

9 Ceasing of support

9.1 This may happen when:
- it is proven that assistance was obtained on the basis of fraudulent or misleading information – in this case it will cease with immediate effect
- Where the child or young person’s individual circumstances have changed, which results in either the child or young person no longer being eligible for support or being assessed as not requiring such support, - in this case the parent/carer will be given a week’s notice before support is ceased. However, there may be some flexibility in the period of notice given, dependent on the individual circumstances of each case.
- On the written request of the parent who, if necessary has made alternative arrangements for their child or young person’s travel to school.
• Child or young person’s behaviour is such that a decision has been taken to exclude them from transport. In this case – if the child remains eligible, parents will be offered alternative assistance. All such decisions to withdraw transport will be made on a case-by-case basis, remaining mindful of Royal Greenwich’s duty under the Equalities Act to children and young people with disabilities.

9.2 Royal Greenwich expects children and young people to behave appropriately on transport and must ensure health and safety of all passengers and staff is maintained. Any behavioural issues whilst on transport will be dealt with by Royal Greenwich in conjunction with the child or young person’s school. In extreme cases, transport will be suspended whilst an investigation is undertaken. In such circumstances, it will remain the responsibility of the parent/carer to ensure the child or young person attends school in the interim period.

10 Feedback about the service

How to feed back about service provided by Royal Greenwich

Any concerns or compliments about the service provided by Royal Greenwich SEND travel assistance team (other than appeals) such as:

- Time taken to make a decision
- How the team communicated with you

should be addressed to

Children’s Services Complaints Team
1st Floor, The Woolwich Centre
Wellington Street, Woolwich, SE18 6HQ
Tel: 020 8921 3082
E-mail: childrens-complaints@greenwich.gov.uk

How to Feedback about the transport provider

Any concerns or compliments about the services provided by the provider such as:

- Late pick-ups or drop offs
- How the service communicated

Should be addressed to

GS Plus
Appendix 1

CONTACT DETAILS:

Travel Assistance applications or queries

Application forms are available:
- on the Royal Greenwich website and Local Offer.  
  www.Greenwich.gov.uk/Localoffer
- from the Travel Assistance team
  o SEND_TravelAssistance@royalgreenwich.gov.uk
  o 020 8921 8089

Completed hard copy application forms can be emailed or posted to

SEND_Travel.assistance@royalgreenwich.gov.uk

SEND Travel Assistance team
1st Floor
The Woolwich Centre
35 Wellington Street,
London SE18 6HQ

Contact details
020 8921 8089

SEND_Travel.assistance@royalgreenwich.gov.uk

Special Educational Needs Advice, Information and Support Service (SENDIASS)

The Point, 47 Woolwich New Road,, London SE18 6EW

Sendiass@royalgreenwich.gov.uk

Tel: 020 8921 8402

Details as to how to apply for free bus pass/oyster cards can be found at http://www.tfl.gov.uk/tickets/
Appendix 2

Royal Greenwich’s Post 16 Transport Policy Statement

Introduction

1.1 In line with the Raising of the Participation Age (RPA), the Royal Borough of Greenwich (“Royal Greenwich”) is committed to ensuring that young people aged 16 to 18 are encouraged and supported to continue with their education and training where this is appropriate and suitable to their needs. This will enable young people to acquire the knowledge, skills and experience necessary for their personal development and progression into future employment or Higher Education.

1.2 This assistance is available to all young people aged 16-18 entering further education and to continuing learners aged 19 to 25 with Special Educational Needs and/or Disabilities (SEND) who satisfy the eligibility criteria.

1.3 This document is Royal Greenwich’s Transport Policy Statement which the Education Act 1996 requires to publish each year, setting out what travel assistance is available from RBG and other bodies, to help young people aged 16-18 (and learners aged 19 to 25 with SEND) to access school or further education institutions.

1.4 The policy statement applies to all students participating in the scheme and supersedes all previous transport arrangements and entitlements. Funding for travel assistance is subject to annual budgets and financial affordability. The Transport Policy Statement will be reviewed annually. This version covers the academic year from 1 September 2018 to 31 August 2019.

2. Eligibility

Please see main document 4.6-4.7

3. Available Sources of Support post 16

1. Transport for London - free and discounted travel

1.1 Oyster card
- For the majority of Post 16 students, transport needs will be met by the provision of free travel by Transport for London (TfL).
- Young people travelling by bus should obtain the appropriate Oyster card before starting their programme of study.
• It is the young person's responsibility to ensure they meet the requirements set by TfL for retaining an Oyster card.

• Residents of London boroughs aged 16-18 and in full-time education or on a work-based learning scheme of at least 12 guided hours per week on courses at level 3 and below can apply for a 16+ Oyster photo card. This includes apprenticeships.

The card gives:

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

Free travel and concessionary rates are available until the end of the course or the academic year, whichever is earlier.

1.2. 18+ Student Oyster photocards

- are available to students who are aged 18 and over, and who are attending a full-time course (and in certain circumstances a part-time course) at colleges, schools and universities registered on the TfL 18+ Student Oyster photocard scheme.
- The 18+ student card gives a 30% discount on bus, tram, tube, DLR, London Overground and national rail travelcard season tickets.
- Young people aged over 18 years who live in Royal Greenwich and are on the first year of an apprenticeship that will last for more than 12 months are eligible to apply for an Apprentice Oystercard.
- The Apprentice Oystercard gives a 30% discount on bus, tram, tube, DLR, London Overground and national rail travelcard season tickets.

For further details visit www.tfl.gov.uk/apprentice-oyster.

Application forms are available from Post Office branches throughout Greater London and areas that are served by the London bus, tube and Overground networks. For further details, visit www.tfl.gov.uk/zip.

2. The 16-19 Bursary Fund

The 16-19 Bursary Fund, administered by individual education providers, is available to support any student who faces genuine financial barriers to participation, including transport costs.

2.1 The 16-19 Bursary Fund has two elements.

A) Those most in need will be eligible for a guaranteed bursary of £1,200 a year.

To qualify students must meet at least one of the following criteria:

- Be in receipt of income support;
- Are a care leaver;
- Are in care of a local authority (a ‘looked after child’)
- If a registered disabled student, be in receipt of both Employment Support Allowance and Disability Living Allowance (due to be replaced by Personal Independence Payment).
To receive the maximum bursary, the programme of study must last for 30 weeks or more.
If the programme is shorter than 30 weeks, the student may receive less.
Education providers may, at their discretion, distribute any remaining funds to young people in ways that best fit the needs and circumstances of their students.

2.2. Discretionary bursary
- The discretionary bursary is targeted at young people facing financial barriers to participation, including transport costs.
- All education providers must make available a copy of their 16-19 Bursary Fund policy upon request.
- Applications should be made directly to the school, college or training provider.
- If a learner feels aggrieved about how their application for the 16-19 Bursary Fund has been handled, we recommend they should follow the school's /college's /provider's standard complaints procedure.


3. Residential Support Scheme
- For students aged 16-18, if the Level 2 or Level 3 programme of study being followed is not available locally and is more than 15 miles from the home or more than a two hour return journey away, they can apply for help with the cost of term-time accommodation.
- How much assistance is offered will depend on household income and where the education provider is based.

For further information on the Residential Support Scheme, including eligibility criteria, visit [https://www.gov.uk/residential-support-scheme/further-information](https://www.gov.uk/residential-support-scheme/further-information).

4. Residential Bursary Fund
- Students aged 16-18 may be able to get a bursary towards the cost of accommodation from some specialist residential colleges.
- This is different from the Residential Support Scheme.
- Most of these colleges are ‘Specialist Residential Centres’ for subjects like agriculture, art and design or horticulture.
- Each has its own eligibility criteria, often including parental income. To apply for assistance, you should contact the college directly.

5. Support for LDD learners 19+ - Discretionary Learner Support (DLS)
- If you are aged 19 or over and having trouble meeting the costs of participating in further education at your college, you should ask your provider about the Discretionary Learner Support fund (DLS). This is similar to the 16-19 Bursary Fund.
- Discretionary Learner Support is available in colleges and sixth form colleges to help with learning costs, including transport.
- You should apply directly to your learning provider (e.g. your college).
- How much you get depends on your circumstances

6. Assistance offered by the Royal Borough of Greenwich
6.1 Principles
- For the majority of students, post-16 transport needs will be met by the provision of free travel through the Transport for London (TfL) Oyster card scheme and/or the applications to the 16-19 Bursary Fund.

ROYAL GREENWICH – Home to School Travel Assistance Policy February 19
• Where these schemes are insufficient to subsidise the transport costs incurred to attend post-16 education the Royal Borough of Greenwich may provide travel assistance.
• Learners in receipt of a 16-19 Bursary will be expected to use a proportion of the award towards transport costs. The value of any bursary/grant awarded to the learner must be identified on the application for travel assistance.
• To qualify for travel assistance the student will be required to demonstrate how their chosen study programme meets their needs. Support will be provided only to the nearest available school or college where a suitable study programme is available. The Royal Borough of Greenwich will not provide travel assistance to students who choose not to attend the nearest school or college offering a suitable programme.
• Transport will not be provided on the basis of a single subject being unavailable at the nearest learning provider.
• Where young people meet the eligibility criteria identified in section 1 the Royal Borough of Greenwich will fund 50% of the cost for the most economical mode of transport. The distance calculations and most economical forms of transport will be determined by the RBG using the transport direct website www.transportdirect.info and the Transport for London Website www.tfl.gov.uk.
• This may not be a student's preferred mode of transport.

• Any transport assistance agreed by the Royal Borough of Greenwich will be paid on a termly basis. The continuation of assistance is subject to satisfactory attendance for the previous term (as confirmed by the education provider).
• Students who apply for travel assistance before the start of the academic year in which they reach the age of 19 will remain eligible for the full academic year, subject to remaining on the course.
• The academic year is 1st September to 31st August
• Travel assistance will cease on the 1st September immediately after a student attains his/her 19th birthday except where a case is made to disregard the age criteria on the basis of Special Educational Needs or Disability.
Useful contacts and local transport arrangements

Post-16 Providers will supply information on 16-19 Bursary and Discretionary Learner Support (DLS) Applications.

<table>
<thead>
<tr>
<th>School/College</th>
<th>Transport information</th>
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<tbody>
<tr>
<td>Arden at Stationers’ Crown Woods Academy 020 8850 7678</td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>LSEC - Bexley Campus 01322 442331 <a href="mailto:studenthub@lsec.ac.uk">studenthub@lsec.ac.uk</a> the <a href="http://www.lsec.ac.uk/">http://www.lsec.ac.uk/</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>LSEC - Bromley Campus 020 8295 7000 <a href="mailto:studenthub@lsec.ac.uk">studenthub@lsec.ac.uk</a> the <a href="http://www.lsec.ac.uk/">http://www.lsec.ac.uk/</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>Charlton Park Academy (Special School) 020 8249 6844 <a href="mailto:mailbox@charltonparkacademy.co.uk">mailbox@charltonparkacademy.co.uk</a> <a href="http://www.charltonparkacademy.com">http://www.charltonparkacademy.com</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey. Please also refer to Section 4 of this policy.</td>
</tr>
<tr>
<td>Corelli Sixth Form College 020 8391 <a href="mailto:admin@thehalleyacademy.org.uk">admin@thehalleyacademy.org.uk</a> <a href="http://www.thehalleyacademy.org.uk">http://www.thehalleyacademy.org.uk</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>Eltham Hill School 020 8294 2365 <a href="mailto:info@elthamhill.greenwich.sch.uk">info@elthamhill.greenwich.sch.uk</a> <a href="http://elthamhill-greenwich.com/">http://elthamhill-greenwich.com/</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>LSEC Greenwich Campus 020 8488 4800 <a href="mailto:studenthub@lsec.ac.uk">studenthub@lsec.ac.uk</a> the <a href="http://www.lsec.ac.uk/">http://www.lsec.ac.uk/</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>Harris Academy Greenwich 020 8859 0133 <a href="mailto:info@harrisgreenwich.org.uk">info@harrisgreenwich.org.uk</a> <a href="http://www.harrisgreenwich.org.uk/">http://www.harrisgreenwich.org.uk/</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
</tr>
<tr>
<td>The John Roan School 020 8516 7555 <a href="mailto:info@thejohandroan.greenwich.sch.uk">info@thejohandroan.greenwich.sch.uk</a> <a href="http://www.thejohandroanschool.co.uk/wp/">http://www.thejohandroanschool.co.uk/wp/</a></td>
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</tr>
<tr>
<td>Lewisham College 020 3757 3000 <a href="mailto:info@lscollege.ac.uk">info@lscollege.ac.uk</a> <a href="http://www.lscollege.ac.uk/">http://www.lscollege.ac.uk/</a></td>
<td>Transport for London provides free and discounted travel for Post 16 students. Go to <a href="https://tfl.gov.uk">https://tfl.gov.uk</a> to obtain further details and to plan your journey.</td>
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<tr>
<td>School/Institution</td>
<td>Contact Information</td>
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<tr>
<td>Plumstead Manor School</td>
<td>020 8320 5244 <a href="mailto:sixthform.info@plumsteadmanor.com">sixthform.info@plumsteadmanor.com</a> <a href="http://www.plumsteadmanor.com/">http://www.plumsteadmanor.com/</a></td>
</tr>
<tr>
<td>Ravensbourne College</td>
<td>020 3040 3500 <a href="mailto:admissions@rave.ac.uk">admissions@rave.ac.uk</a> <a href="http://www.rave.ac.uk">http://www.rave.ac.uk</a></td>
</tr>
<tr>
<td>Royal Greenwich Equestrian Centre (in partnership with Hadlow College)</td>
<td>0500 551 434 <a href="mailto:enquiries@hadlow.ac.uk">enquiries@hadlow.ac.uk</a> <a href="http://www.hadlow.ac.uk/">http://www.hadlow.ac.uk/</a></td>
</tr>
<tr>
<td>Royal Greenwich Trust School</td>
<td>020 8312 5480 <a href="mailto:info@rgtrustschool.net">info@rgtrustschool.net</a> <a href="http://rgtrustschool.net/">http://rgtrustschool.net/</a></td>
</tr>
<tr>
<td>Shooters Hill Post 16 Campus</td>
<td>020 8319 9700 <a href="http://www.shootershill.ac.uk/">http://www.shootershill.ac.uk/</a></td>
</tr>
<tr>
<td>Skills for Growth (delivering Apprenticeships and Foundation Learning)</td>
<td>020 8304 8527 <a href="mailto:info@skillsforgrowth.org.uk">info@skillsforgrowth.org.uk</a> <a href="http://www.skillsforgrowth.org.uk/">http://www.skillsforgrowth.org.uk/</a></td>
</tr>
<tr>
<td>Thomas Tallis School</td>
<td>020 8856 0115 <a href="mailto:headteacher@thomastallis.org.uk">headteacher@thomastallis.org.uk</a> <a href="http://www.thomastallis.co.uk/">http://www.thomastallis.co.uk/</a></td>
</tr>
<tr>
<td>Woolwich Polytechnic School</td>
<td>020 8310 7000 <a href="mailto:enquiries@woolwichpoly.greenwich.sch.uk">enquiries@woolwichpoly.greenwich.sch.uk</a> <a href="https://polygateway.woolwichpoly.greenwich.sch.uk/Default.aspx">https://polygateway.woolwichpoly.greenwich.sch.uk/Default.aspx</a></td>
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