London Borough of Redbridge

Home to School Travel Assistance Policy
for
Children & Young People
up to 16 Years of Age
with Special Educational Needs and Disability
Academic Year 2019 - 2020

Version 1.0

There is a separate policy for young people over 16 attending Sixth Form or College
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Section 1

1.1 Introduction

In Redbridge our vision for children and young people with special educational needs and disability is that:

- They are supported to develop well in their early years at home;
- They receive ongoing support throughout their formal education to help them develop and achieve their full potential;
- Their families are offered real choices and control over decisions affecting them and their future

We want to support all children and young people to be as ambitious as possible throughout their lives including those with the most complex needs.

This document sets out the policy of Redbridge Council in relation to the provision of free school transport for children and young persons of compulsory school age. It also explains how parents/carers may apply, 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/carers in a wide range of circumstances and to ensure that children and young people with particular and significant needs are supported appropriately.

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 Redbridge Council 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.

The statutory Home to School Travel and Transport Guidance published in 2014, confirms that the free transport offer by TfL for children under 16 is an acceptable form of travel assistance, as long as the needs of children with SEND have been taken into account. Redbridge Council expects that this travel assistance offer is sufficient to meet the transport needs of most children and young people of compulsory school age who live in the borough of Redbridge.

The Council recognises that travelling to school as independently as possible is a valuable experience for young people as they grow up. In order to do this, many young people with special needs may need extra training to help them to learn the skills required for greater independence. The Council commissions a specific Independent Travel Training programme to work with children and young people who have been identified as able to benefit from travel training. The Council is committed to providing access to independent travel training to support the principle of promoting greater independence and life skills for children and young people. This policy has been developed with full regard to the Department for Education’s Guidance on home to school travel and transport.
1.2 General Principles
This policy is based on the following principles:

Parental and Council responsibilities
Parents and carers are responsible for ensuring that their children are attending school. However, to support this, the Council will provide assistance with travel in certain circumstances. If assistance is provided, it still remains the responsibility of parents and carers to ensure their children continue to attend school.

Independence and wellbeing
A key aspiration and requirement of the Council is to provide the necessary support for children with SEND. Our commitment is to prepare each child for adulthood through the development and promotion of individual independence, facilitating opportunities for social inclusion, as well as looking after the physical well-being for all children. Travel assistance makes an important contribution to this commitment.

Sustainability
The Council will favour environmentally sustainable forms of travel, including walking, cycling and the use of public transport. The council will also promote those options which make the most effective use of public resources.

1.3 Who will be considered for travel assistance?

Pupils aged 0 – 5 (Early Years)
The legal duty to provide home to school travel assistance applies only to children of compulsory school age (5-16) who need to travel to receive full time education or training. Under their Discretionary powers, Redbridge Council will extend the 5-16 Travel assistance offer to include “Rising 5”, where children turn 5 years of age and become compulsory school age during the academic year. Some support will be available for those aged 4 and under, but the support will be limited to payment of a Personal Travel Budget only.

Pupils aged 5 -16
The duty to provide travel assistance, where necessary, only applies in law, to children and young people of statutory school age (aged 5 to 16).

Pupils will need to re-apply for travel assistance on transfer from Primary to Secondary education (end of year 6), even if they are remaining at the same establishment.

Pupils aged 16 and over
Post 16 SEN travel assistance is discretionary and subject to assessment. There is a separate policy which details who may be eligible for assistance, how to apply, and what form of travel assistance may be offered.
You can access the policy via the Redbridge Council local offer and council website. To access you can use the following links:

Redbridge Council SEND Local Offer:  
http://find.redbridge.gov.uk/kb5/redbridge/fsd/localoffer.page?localofferchannel=0

Redbridge Council SEND Travel Assistance Webpage:  
http://find.redbridge.gov.uk/kb5/redbridge/fsd/localoffer.page?localofferchannel=1_3_6_4

Pupils over the age of 16 are expected to re-apply for travel assistance annually.

Section 2

2.1 How do we decide if you are eligible for travel assistance?

We will assess each application on its own merit, assessing the specific individual needs of your child against this policy. It is therefore important that families provide all the information and evidence requested during the application process.

When making a decision about your child’s eligibility to travel assistance we will ask the following questions which are explained more fully in the sections that follow:

1. Does your child attend their nearest ‘Qualifying School’?
2. What is the walking distance from the child’s home to school?
3. Does your child have any special educational needs or disabilities, which limit their mobility or ability to use public transport, even when accompanied?
4. Are there other exceptional circumstances relating to your child and family that you wish to be taken into consideration?

Question 1 – Does your child attend their nearest ‘Qualifying School’?

The ‘nearest qualifying school’ means the nearest school with places available that provides the appropriate education for the age and ability of your child including any special educational needs that your child may have.

The following types of schools are “qualifying schools”:

• community, foundation or voluntary schools;
• community or foundation special schools;
• non-maintained special schools;
• pupil referral units;
• maintained nursery schools; or
• academies including free schools, city technology colleges (CTC), city colleges for the technology of the arts (CCTA) and University Technical Colleges (UTC)
Qualifying Schools for Children with special educational needs and disabilities

When your child has special educational needs and disabilities then the nearest appropriate ‘qualifying school’ will be named on your child’s Education, Health and Care Plan (EHCP).

Where a parental preference school has been agreed to instead of the nearest appropriate school, this will be stated on the plan and travel arrangements will then be the responsibility of the parents.

Summary:

- If a child or young person does not attend their nearest qualifying school, the Council will not be obliged to offer any form of travel assistance.

Question 2 – What is the statutory walking distance from your child’s home to school?

The ‘statutory walking distance’ is defined in the 2014 statutory Home to School Guidance, published by the DfE as:

- 2 miles if the child is aged between 5 (including “Rising 5s”) and 8 years old, or
- Over 3 miles if the child is 8 years old or older

We will measure the distance using the shortest walking route along which a child, accompanied as necessary, may walk with reasonable safety.

If your child lives further from school than the statutory walking distance, the Council is obliged to offer assistance with travel. Where a child is able to use public transport it is expected travel assistance provision will take the form of a Transport for London (TfL) Zip Oyster Card (See section 6: Forms of Travel Assistance Offered).

Consideration of Walking Distance for Children with special educational needs and disabilities

In some circumstances a child with special educational needs or disability (SEND) may not meet the distance criteria but is unable to walk to school because of their needs. Where this is identified through the assessment process then travel assistance will be offered.

The form of travel assistance offered will be influenced by the needs of the child determined through the assessment process, the distance between the home and school, and the transport routes available.
Summary:
- Children who live within the ‘statutory walking distance’ will not receive Council travel assistance, except where they have a special educational need or disability which significantly affects their mobility, or there are exceptional circumstances.
- In most cases, travel assistance for those who live outside the ‘statutory walking distance’ but who do not have a special educational need or disability will take the form of a Transport for London Zip Oyster Card.
- For children with a special educational need or disability, travel assistance will be offered based on an assessment of the individual’s mobility, but the distance from home to school may influence the type of travel assistance offered.

Question 3 - Does your child have any special educational needs or disabilities, which limit their mobility or ability to use public transport?

Please refer to Section 3 ‘Home-to-school travel assistance for children with special educational needs and disabilities’ where this is explained in detail.

Question 4 – Are there other exceptional circumstances relating to your child and family that need to be taken into consideration?

Please refer to Section 4 ‘Exceptional Circumstances’ where this is explained in detail.

Section 3
Children and Young People with Special Educational Needs and Disabilities

This section explains:
- the Council’s general approach to travel assistance for children and young people with special educational needs and disabilities;
- how eligibility is assessed and how the right form of travel assistance is chosen;
- other considerations.

3.1 General approach

Parents and carers have a legal responsibility to ensure that their children attend school regularly, regardless of the child’s special educational needs or disabilities. Wherever possible, the Council expects parents and carers to make arrangements for their child to attend school in the same way as parents and carers of pupils without an EHCP or SEN statement, as this is an important factor in developing the child’s independence, social and life skills.
Most Redbridge children with an Education, Health and Care Plan (EHCP) or SEN statement do not require specialised travel assistance. Travel assistance for children with an Education, Health and Care Plan (EHCP) or Statement of Special Educational Need (SSEN) will be offered based on the particular needs of the child. In exceptional circumstances children who do not have an EHCP but have medical needs which affect their mobility may also be eligible for transport.

3.2 How is eligibility assessed and how are forms of travel assistance chosen?

The council’s SEN transport team will assess whether your child is eligible for travel assistance in accordance with this policy. If your child is deemed eligible for some form of travel assistance, the Council will decide which form is most suitable. The decision will be based on careful consideration of the following:

- whether your child would have considerable difficulty in walking or using public transport due to their special educational needs or disability;
- whether your child has a physical or medical disability that rules out the use of free public transport, or suitable public transport is not conveniently available – for example wheelchair users, students who require specialist seating, harnesses, head restraints or other specialist facilities;
- whether your child has emotional/behavioural difficulties that severely affect their ability to use free public transport;
- the distance and complexity of the journey to and from school, and the public transport routes available;
- whether your child would be vulnerable and at risk of danger to themselves or the general public if they use public or other transport (accompanied as necessary);
- whether your child would be able to travel independently to school if suitably travel trained.

The Council will decide which form of travel assistance to offer based upon the information provided in the application and any other relevant information available.

For more information, please see the ‘Decision-Making Flowchart’ in Section 6.

3.3 Other Considerations

1) Residential schools

For entitled children aged 5 - 16 with special educational needs and disabilities who attend residential schools, their travel assistance offer will reflect their type of placement.

Travel Assistance offers will be as follows:

- Termly boarding - Travel assistance will only be provided at the beginning and end of each term and the beginning and end of each half term and at other official school closures
• Weekly boarding – Travel assistance will be provided to and from school at the beginning and end of the academic week and at other official school closures
• 12-day boarding – Travel assistance will be provided on alternate weekends and at the beginning and end of each term
• If your child’s placement is not one of the above then this will be assessed on a case by case basis as an exception to policy.

It is expected that the majority of children attending a residential placement will travel either by public transport (accompanied by a parent or carer as necessary), or be transported in a parent or carer’s vehicle. In these cases, the Council will normally offer a Personal Travel Budget. In exceptional cases specialist transport may be considered.

2) Pre-School Children (under 5s)
The Council is not obliged to offer travel assistance to children under the age of 5. Parents are reminded that children under 5 are able to travel free of charge on London buses, trams, tube, DLR, TfL rail and some National Rail services if accompanied by an adult. The Council will provide limited support for children aged 4 and under, in the form of a Personal Travel Budget. Those children classed as “rising 5” and attending Reception class will be treated as being of compulsory school age.

3) “Rising 5’s”
A child does not become compulsory school age until the start of term after their 5th birthday. At this point the Council becomes legally obliged to offer travel assistance if they meet the statutory eligibility criteria. For the purposes of travel assistance provision only, the Council will consider those children aged 4 who turn 5 years of age during the academic year as if they were of compulsory school age.

Section 4
4.1 Exceptional Circumstances
Temporary medical conditions
We will consider an application for travel assistance for your child if they have a temporary medical need, even if you live within the statutory walking distance.

You will need to provide written evidence from an appropriate medical practitioner confirming that your child has specialist transport requirements which cannot be met by other means, e.g. public transport (accompanied or unaccompanied) or a vehicle available for use by the family.

Any assistance offered will be reviewed at regular intervals, and travel assistance arrangements will stop when your child’s medical need no longer requires the council support. We will expect you to have exhausted all other travel options before applying for travel assistance.
**Children with disabled parents**

The expectation of the council is that parents will escort their children to and from school as necessary for distances up to the statutory walking distance appropriate to their age. If you have a disability that prevents you from walking with your child to school, the local authority may use its discretionary powers to provide travel assistance to support your child even if they live within the statutory walking distance on receipt of appropriate medical evidence. Consideration of a parent’s additional needs will form part of the assessment process, with each application and circumstance being considered on a case by case basis.

**SEND Children in Care**

Travel assistance may be available for children in care, to ensure their care arrangements are supported by appropriate home to school travel arrangements. The child’s Care Plan sets out how a child will be cared for and how their needs will be met, this includes home to school travel arrangements. The Care Plan is agreed at the child’s statutory Child in Care Review, which is chaired by an independent reviewing manager.

**Section 5**

5.1 **Assessing Your Application**

**Application Assessment**

The SEN Travel Assistance Team will assess your application for Travel Assistance. The team aims to let you know the outcome of their assessment within 4 weeks of the date they receive your application. In circumstances where additional information is required from other professionals then the assessment process may exceed 4 weeks.

If your application is successful, then consideration will then be given as to what type of travel assistance will be offered. Travel Assistance will reflect your child’s needs and circumstances, and will be selected from the range of options available. Factors that will influence what Travel Assistance will be offered include:

- the needs of the child;
- the distance from home to school;
- public transport route;
- whether there is already transport going to the school;
- the most cost effective mode of travel assistance.

If your application for travel assistance is not agreed, and you wish to challenge the decision then there is an appeal process that you should follow. This is outlined in section 8 ‘How to Apply for Travel Assistance’ of this document.

**Travel Assistance Provision Exclusions**

The purpose of travel assistance is to support children accessing their education for the start and end of the standard school day. Travel assistance will not be available for any of the following: *
- Hospital, medical, or dental appointments;
- Children taken ill during the school day;
- Schools where parent/carers are making their own arrangements;
- Travel to and from after-school clubs and other extra-curricular activities;
- Schools which are not the nearest school able to meet the needs of the pupil;
- Travel between school sites during the day (split placements);
- Travel to and from work experience.

* unless there are exceptional reasons for doing so

In addition to the above, we will not be able to accommodate any preference in terms of collection/drop off times. Travel Assistance will be planned using the most efficient route available to maximise the use of resources available to the council whilst ensuring journey times are not longer than necessary for any of the children for whom it provides support. Any transport provided will normally be shared between several children or young people.

Multiple home addresses
When assessing your application, the Council will use your child’s ‘main residence’ for assessment purposes. The “main residence” is the address at which the young person spends most school nights. Where a child has two home addresses then travel assistance will only be provided from their ‘main residence’.

Review of Provision & Eligibility
Where travel assistance is approved and provided, the Council will review these arrangements on an annual basis. This will help ensure that travel assistance arrangements continue to meet your child’s needs as well helping them move towards increased independence for adulthood. Travel Assistance will be discussed at your child’s annual review if they have an EHC plan/statement.

Unless your child changes school or they move home during an academic year, or the child’s needs change significantly travel assistance arrangements will stay in place for the academic year in which they were assessed as eligible. Whilst the form of travel assistance will not change, sometimes during the year collection/drop off times and/or the route on which your child travels may change. We will endeavour to keep change to a minimum, but where a change is required we will aim to inform you with as much notice as possible.

If your child changes school (including school site) or home address then you will be required to re-apply for travel assistance. It will be the parent or carers responsibility to ensure the child or young person attends school until the new application has been processed and assessed.

Section 6
6.1 Forms of Travel Assistance Offered
To support your child’s needs and to assist them move towards independence for adulthood a range of travel options will be explored when deciding what form of
travel assistance will be offered. All pupils should be encouraged to follow a healthy lifestyle including walking a reasonable distance to school, where possible. The following travel options will be considered in light of efficient use of resources. Please note that this list is not exhaustive and other forms of travel assistance may be offered:

- Travel pass/Oyster Card for the child and/or parent/carer;
- Personal Transport Budget* toward travel assistance,
- Walking escort/escorted travel by public transport;
- Independent Travel Training;
- Local Authority School Bus/Coach; this may collect the child from either their home address, or from a central collection point;
- a taxi/minibus arranged by the Council; this may collect the child from either their home address, or from a central collection point.

*Attendance records may be required those in receipt of a Personal Travel Budget.

6.2 Transport for London (TfL) Travel Pass/Oyster Card

If your child is able to use and access public transport (accompanied as necessary) then the Council will expect the current travel assistance offer from Transport for London to be appropriate for your child. The current TfL offer allows free travel on buses and trams for children of school age up until the end of the academic year in which they turn 16 and discounted travel on the Tube, TfL Rail and some National Rail services. This means that most children attending school will not require any further support from the council for travel arrangements, including those who have an EHC Plan/statement.

For further information and details about how to apply for a Travel Pass or Oyster Card go to the Transport for London website (www.tfl.gov.uk), your local underground station or a post office.

In some circumstances, the Council will agree to provide a travel card that allows travel on the London Underground and London Overground trains in addition to bus and tram travel, or a card to enable the parent or carer to travel with the child.

6.3 Personal Transport Budget

For children aged 4 and under and not considered of compulsory school age, the only form of travel assistance offered for eligible children will be a Personal Travel Budget.

Those of compulsory school age and those aged over 16 may be also be offered a Personal Travel Budget if appropriate to both the Council and the family. Families are able to request this as an option by contacting the SEN Travel Assistance Team.

This option may be of interest to you if:

- you want to take your child to school but need support to make it financially viable for you;
• your child has very complex needs and you want to make your own travel arrangements;
• you want to combine the council’s contribution with your personal finances to provide your child with bespoke travel assistance to meet their needs and fit in with your family circumstances;
• Your child does not attend school at the normal school start and finish times
• You wish your child to take part in extra-curricular activities and clubs outside the standard school day.

If you are offered this form of travel assistance, it will be your responsibility to make sure that your travel arrangements ensure that your child:
• is able to travel safely;
• attends school regularly and on time;
• is able to be effectively educated once they arrive at school.

The Personal Travel Budget will be calculated at 70p per mile with payment made to a pre-agreed bank account each term, in advance of any travel taking place. It is normally paid in three instalments; one at the beginning of each term.

Mileage would be calculated as follows:
• the mileage of a returned journey e.g. driving from home to school, dropping your child off and returning home;
• the number of return journeys (usually two trips per day).

Attendance levels will be monitored and money will be reclaimed for non-attendance at school.

You may use your Personal Travel Budget in any way which supports you in getting your child to and from school, including paying for breakfast or afterschool clubs for them or a sibling.

For children aged 4 and under only, an enhanced rate may be offered to families who meet low income criteria. The enhanced rate will be £2.50 per mile.

Further information can be found on the SEND Travel Assistance webpage
http://www2.redbridge.gov.uk/cms/contact_pages/s/sen_home_to_school_transport.aspx

6.4 Independent Travel Training

In order to better support children to travel independently, Redbridge Council may offer Independent Travel Training as their travel assistance offer. The training will support your child to be taught the necessary skills to allow them to effectively deal with and resolve a range of scenarios that they might encounter when travelling on public transport.

A trainer will travel and work with your child on a 1:1 basis to ensure that the skills taught are understood and put in to practice independently. Training may include:
- Timetables (including time management);
- Orientation;
- Road Safety;
- Accessibility (access to transport, exits and purchasing tickets);
- Communication;
- Personal Safety (including what-if scenarios);
- Travel Preparation.

If the SEN Travel Assistance team identify through either the assessment process or annual reviews that your child may have the potential to be supported to travel independently through a travel training programme then they will arrange for their travel training provider to conduct an assessment to decide if training is a suitable option for your child. If it is decided it is suitable for your child then arrangements will be made to begin training, at the earliest opportunity.

Training programmes last on average 12 weeks, and your child will only complete the training once both the trainer and you agree that your child can now travel on public transport on their own and from to school.

Once a young person is deemed capable of independent travel no further travel assistance will be offered except in exceptional circumstances

6.5 Arranged Transport

If public transport or independent travel are not suitable forms of travel assistance for your child, then we may consider providing a specialist vehicle to transport your child to and from school.

You should be aware that sometimes during the year collection/drop off times and/or the route on which your child travels may change as other children join or leave the service. We will endeavour to keep change to a minimum, but where a change is required we will aim to inform you with as much notice as possible.

Wherever possible arranged transport is planned to collect a number of children from agreed collection points into the same school. Sometimes, where possible and appropriate, vehicles may collect children attending different schools for more effective use of resources.

All staff are DBS checked and trained. Staff will either be provided by a qualified, registered transport provider, working to contractual standards set by the Council, or through the Redbridge Councils own internal fleet of drivers, passenger assistants and vehicles.

6.6 Collection Points

The SEN Travel Assistance team may identify that the appropriate form of travel assistance for your child is by means of arranged transport from a collection point. Redbridge Council uses collection points to support the development of independence and preparation for adulthood in our young people. The use of
Collection Points also assists the Council to keep journey times for young people to a minimum whilst minimising timing changes.

Redbridge Council will aim to use an approved location near local points of interest as a collection point. This may include Libraries, Health Centres, Public Bus Stops, Shops, or outside nearby Schools. Collection points will be individually assessed for suitability to ensure they are safe and appropriate locations for the collection of 1 or more passengers.

Collection points will be a reasonable distance from the young person’s home address. We will aim to use collection points that are no more than ½ mile from the home and most collection points will be under 300 metres. The distance and location of the collection points for each young person will be individually assessed on a case by case basis.

If your child is accessing a collection point you will be responsible for ensuring that your child gets safely to and from the collection point at the appropriate time. If your child’s travel assistance offer requires them to walk to a collection point, then it is expected that an adult will accompany them where necessary You will also be responsible for your child when they are waiting for transport, and when they leave the transport at the end of the day.

In all other respects collection points will be treated in the same way as home pick-ups. See Section 7.

6.7 Passenger Assistants

There is no statutory entitlement to a Passenger Assistant on any route. Any provision of passenger assistance is subject to assessment of exceptional circumstances to manage and mitigate risks.

A Passenger Assistant may be used when there are a number of children with significant and complex needs who are travelling on the same vehicle.

Please note that Passenger Assistants are not authorised to administer emergency rescue medication. Emergency services will be called if a pupil has a medical emergency whilst on the vehicle.
Decision Flow Chart for children and young people of Statutory School Age. (Reception to Year 11)

START HERE

Question 1
Does the child attend their nearest Qualifying School?

YES

Question 2
Does the child live within the statutory walking distance to their school, appropriate to their age?

YES

No Council Travel Assistance Offered.
Young person can apply for a Zip Oyster Photocard to travel free on London Buses and Trams (unaccompanied) and receive a discount on fares for on Tube, DLR, TFL Rail and some National Rail services.

NO

Question 3
Can the child walk to school safely either alone or accompanied by an adult as appropriate for their age?

YES

Can child use public transport safely, either alone or accompanied by an adult as appropriate for their age?

NO

Would Independent Travel Training be an appropriate option for the young person?

YES

REFER FOR INDEPENDENT TRAVEL TRAINING ASSESSMENT

NO

Could young person travel to school in a parent or carer’s car?

YES

Allocate Personal Travel Budget

NO

Is there space on a pre-existing bus or taxi route?

NO

Allocate space on appropriate route

YES

START HERE

16

Travel Assistance Policy Statutory School Age 2019-2020
Section 7

7.1 Parent/carer Responsibilities

It is the responsibility of all parents and carers to ensure that their children attend School. This also applies to parents and carers of children and young people with SEND.

Redbridge Council has a duty (and also powers) to make particular arrangements for children with special educational needs and disabilities to facilitate their attendance at school.

You play an important role in ensuring the smooth running of your child’s travel assistance.

You support this by:

- Providing home and work telephone numbers and an emergency contact number and address;
- Notifying the SEN Travel Assistance Team of any changes to normal arrangements; it is not sufficient to inform the escort and driver. Changes to address must be notified to the SEN Travel Assistance Team;
- Recognising that travel assistance is provided for the benefit of the child;
- Making sure that your child is ready at least ten minutes before the pick-up time; transport can wait no more than three minutes after arrival;
- Bringing your child to the vehicle and assisting with placing them on the vehicle;
- Always being at the set-down point to meet your child at the end of the school day, Passenger Assistants must ensure the child is handed over to a responsible adult;
- Telephoning (0208 708 8214/5) or emailing (sen.transport@redbridge.gov.uk) the SEN Travel Assistance Team as soon as possible if your child is sick or unable to attend school for any reason;
- Ensuring your child behaves in an acceptable manner on the vehicle so as not to detract from the comfort and safety of other passengers or distract the driver;
- Treating all staff with courtesy.

It is your responsibility to ensure that your child is on time at the correct location for collection and you are available to receive your child after school at the designated pick up point.

If you are late on a regular basis for either the pick up or drop off, you will be contacted by an appropriate person from the Council in an attempt to work together to resolve the situation. If the lateness continues the Local Authority will decide on an appropriate course of action.

7.2 No-one at home/collection point

If you are not at home or at the collection point to meet your child, the driver will wait three minutes after the scheduled set-down time and then continue the journey to drop off other passengers. The transport provider will then attempt to drop your child off for a 2nd time after completing the remainder of the route. If there is still no-one
available to receive the child, then your child will be taken to a place of safety, and you will be expected to collect them as soon as possible.

The place of safety as at March 2019 is: Barnardo’s Indigo Service, 13 Granville Road, IG1.

You will be responsible for the cost of any extra travel involved and supervision provided. If such incidents occur frequently Redbridge Council may suspend provision of transport and you will be responsible for travel arrangements to ensure that your child attends school.

7.3 Late running of services

In the event of late running or delays of 10 minutes or more to services the Travel Assistance Office will, wherever possible, notify you via the SMS text system. It is therefore important that you notify the Travel Assistance Office if you change your mobile contact number.

If your child’s transport is late, please check your mobile for SMS messages before phoning the office.

7.4 Withdrawal of Travel Assistance on Health and Safety Grounds

The Council has a responsibility to ensure the health and safety of all children and young people for whom travel assistance is provided. We also have an obligation to ensure the health and safety of drivers and passenger assistants.

Children and young people with special educational needs are still expected to behave in a safe and appropriate manner whilst on transport. The Council will work with schools, parents and the child to help manage behaviours to ensure the ongoing safety and comfort of all passengers and drivers and passenger assistants.

In particular we expect all young people to:

- Be ready for their transport in good time;
- Behave in a safe and responsible way whilst travelling;
- Follow all instructions from the driver (or Passenger Assistant where one is provided) especially in an emergency;
- Wear seatbelts or appropriate safety harnesses at all times whilst on the vehicle.

Bullying, including the use of hate speech, will not be tolerated and will be reported to parents and school/college. We will not tolerate abuse of any sort, whether from a young person or from their parents and carers.

If a child or young person behaves in a manner that places the health and safety of those on board a vehicle at serious risk, or presents an adverse risk to themselves, this may result in travel assistance being suspended or withdrawn with immediate effect.

The parent will be informed of any incident that has occurred involving their child. The Council will work to find an alternative way for the child to get to school safely.
but, during this process, the parent of the child or young person will be responsible for making suitable arrangements to get the child or young person to school.

Section 8

8.1 How to apply for travel assistance

Complete an Application Form

If you believe that your child may be entitled to travel support you should obtain and complete a Home to School/College Travel Assistance Form from the SEN Travel Assistance webpage.

https://find.redbridge.gov.uk/kb5/redbridge/fsd/service.page?id=7cjUqysULQw&localofferc
channel=1_3

You can submit your completed application form either by email or post using the following addresses:

sen.transport@redbridge.gov.uk

SEN Home to School Travel Assistance
EDUCATION AND INCLUSION
9th Floor Rear, Lynton House, 255 – 259 High Road,
Ilford, Essex IG1 1NY.

You can also find more information about Redbridge Councils SEND Local Offer at the following address:

https://find.redbridge.gov.uk/kb5/redbridge/fsd/localoffer.page?localofferchannel=0

If you are unable to access either web page please contact the SEN Travel Team on 0208 708 8414 to discuss the options.

Section 9  Appeals and Complaints

9.1 What is the difference between a complaint and an appeal?

Usually complaints arise when you are unhappy about something. You may feel you have not been dealt with properly or in a professional manner, that information given to you was incorrect or that there has been an unacceptable delay. For these sorts of issues, please follow the Complaints Procedure.

With an appeal, you may be perfectly happy with the way that you have been treated but feel that the wrong decision has been made and would like it re-examined. For these issues, please follow the Appeals Procedure.
9.2 Formal Appeals Procedure

Parents may wish to challenge a decision about:

- the type of travel assistance offered;
- their child’s eligibility;
- the distance measurement in relation to statutory walking distances; and/or
- the safety of the route.

Where an application for travel assistance has been refused, or parents/carers or the young person wish for further consideration of their circumstances, the following process will apply.

- Stage 1 - Appeal
Within 20 working days of the original notification of decision, you should complete an appeal letter, together with any additional evidence that you would like us to consider.

This should be sent to:

SEN Travel Assistance Team
Education & Inclusion
London Borough of Redbridge
Lynton House, 9th Floor Rear, 255-259 High Road, Ilford IG1 1NY.

Tel: 020 8708 8214/5
Email: sen.transport@redbridge.gov.uk

The original decision will then be reviewed by a Senior Officer. You will receive a decision within 20 working days from the date of receipt of the request for a Stage 1 Appeal.

- Stage 2 - Appeal

If you are unhappy with the outcome of your Stage 1 appeal, you have 20 working days to challenge it. You should submit your appeal with any additional supporting evidence together with a copy of the Stage 1 decision to the address above.

A Stage 2 Travel Assistance Appeal will be heard by a panel of Senior Officers. The panel have 20 working days to meet and consider the appeal in line with this policy. You will be notified of the decision by letter within 5 working days.

During each stage of the appeal process the reviewing officer or panel will use the evidence available to them to review the previous decision and whether the policy has been applied correctly. When you submit additional information for consideration it may be helpful to consider providing any of the following:

- Details of how the young person currently travels around outside of school or college;
• Medical evidence from a consultant supporting the young person explaining why the young person is unable to travel to school in the proposed manner;
• Any other relevant information or evidence to support your application.

9.3 Complaints

If you are unhappy with the level of service you have received you may wish to submit a complaint to the Council. This can be done by using the Redbridge Council’s staged approach. You can complain directly to the SEN Team at the above address in Stage 1 or by submitting a complaint via the Redbridge Council’s website:

https://www.redbridge.gov.uk/have-your-say/complaints-about-our-services/children-services-complaint-form

IMPORTANT CONTACTS

Office
SEN Travel Assistance Team
Education & Inclusion
London Borough of Redbridge
Lynton House, 9th Floor Rear, 255-259 High Road, Ilford IG1 1NY

Tel: 020 8708 8214/5
Email: sen.transport@redbridge.gov.uk

Office hours 8.30 to 5, Monday to Friday, including school holidays

Outside these hours please contact the service provider direct.