



London Borough of Haringey

School Travel Assistance Policy

Children and Young People up to 16 Years of Age in
Compulsory Education



Contents

1.	Introduction	3
1.1	LBH’s principles	4
1.2	Sustainability	4
1.3	Promoting independence.....	5
1.4	Safeguarding	5
1.5	Children and young people covered by this policy	6
1.6	Children under 5 years old	6
1.7	Eligibility criteria.....	7
1.8	Exceptional circumstances	9
2.	Applications	12
2.1	When is a new application required?.....	12
2.2	Timescale	13
3.	LBH’s travel assistance offer	15
3.1	Transport for London (TfL) Travel Pass/ Oyster Card.....	15
3.2	Vehicle transportation	16
3.3	Independent travel training and travel buddy scheme	19
3.4	Personal transport budget (PTB).....	21
3.5	Haringey’s decision process	24
3.6	Travel assistance reviews	25
3.7	Ceasing/ withdrawal of travel assistance	25
3.8	Transport times	26
3.9	What to do if a child/young person’s arrangements aren’t suitable?	28
4.	Appealing a decision.....	29
4.1	Stage one appeal.....	29
4.2	Stage two appeal.....	30
4.3	Ombudsman	30
4.4	Important appeals information	31
4.5	Complaints	31
5.	General information	32
5.1	Behavioural standards	32
5.2	Parental/ carer responsibilities.....	33
5.3	Adverse Weather	35
5.4	Medication.....	35
5.5	COVID-19	37
6	Contact Information	38
7	Links	39
8.1	Appendix A.....	41
8.2	Appendix B	42
8.3	Appendix C	43
8.4	Appendix D	44

1. Introduction

This document outlines the policy of the London Borough of Haringey (LBH) in relation to the provision of free school travel assistance for children and young people of compulsory school age (0-16 years old)¹. It covers the period up until the end of the academic year in which the individual turns 16.

It gives guidance for children, young people, parents/carers² and schools about how the LBH fulfils its legal duties as a local authority in providing school travel arrangements for its residents.

The purpose of this policy is not to provide LBH with a blanket set of rules to apply to each application or case. The aim is to provide a framework within which the council can make decisions that are consistent and equitable, meeting the specific needs of each individual child and young person.

This document will also explain how parents and where appropriate, young people may apply for home to school travel assistance, how decisions are made, and how parents and young people may appeal against decisions that they are unhappy with.

We offer several different types of travel arrangements to assist children and young people in attending their place of learning, more of which will be explained later in this document. LB therefore used the term **'travel assistance', rather than 'free school transport'**.

Statutory Guidance

The principles of this policy have been developed in conjunction with advice from the Department of Education's 'Home to school travel and transport guidance'³. Local Authorities are under a duty to have regard to the guidance when carrying out their duties in relation to home to school transport, and sustainable travel.

Within the guidance, it states that the free transport that Transport for London (TFL) offer for children under the age of 16 is an acceptable form of travel assistance, as long as the needs of the child/ young person have been taken into account. We expect that this provision of travel assistance is sufficient to meet the needs of most children and young people who live in LBH.

¹ This document will use the term 'child' or 'children' throughout to refer to any person who is of compulsory school age, between 0-16 years old.

² This document will use the term 'parent' throughout to refer to a child's legal guardian.

³ A website link to this is available in **Section 7** of this document.

1.1 LBH's principles

We are constantly evolving the way in which our school travel assistance services operate, to better suit the needs of our residents. This involves implementing changes to the service to correspond with some of the key principles we have in LBH. Our principles include ensuring the safety of children and young people, sustainability and creating a cleaner environment, and promoting the independence and life skills of children and young people.

1.2 Sustainability

We are also committed to promoting more sustainable travel methods to transport eligible children and young people from their home⁴ to their place of learning. Sustainable travel means modes of travel which may improve either the physical wellbeing of those who use them, or the environmental well-being of the whole or **part of the area**. LBH's 'Local Implementation Plan' details the council's goals in relation to sustainable travel.

At LBH, we actively encourage children and young people to use alternative forms of travel that promote sustainability, such as walking, cycling, and using public transport to fulfil their needs. As a local authority, we are aware that these travel methods may not be suitable for all the children who are eligible for travel assistance. When these forms of travel are not suitable due to exceptional circumstances such as the child/young person having special educational needs or disability (SEND), we will provide other types of travel arrangements such as taxis and buses. Travel arrangements that are vehicle based are inherently less sustainable than walking and cycling and will only be utilised where all other suitable options are exhausted.

As a local authority we have identified several practices that can help to reduce the impact of vehicle-based travel arrangements. Such practices include but are not limited to:

- incentivising LBH providers to invest in and use greener vehicles by offering longer term contracts;
- routing vehicles in the most efficient way possible;
- devising local pick up/ drop off points to reduce vehicle distances and times;
- grouping children or young people onto buses to reduce vehicle numbers and therefore traffic congestion.

Wherever possible, Haringey will always promote the most sustainable method for a child or young person, based on their specific needs. This is a fundamental part of how we decide on the provisions we will put in place for children and young people if their application for school travel assistance is successful.

⁴ Refers to the registered address of child, or the address that is agreed on the child's EHCP.

1.3 Promoting independence

LBH are committed to providing support for eligible children and young people that enable them to develop independent travel skills that will assist them with taking part in education, employment, life, and leisure activities within their community.

It is our aim to move away from transport practices **that don't encourage children to** develop independence skills, such as door-to-door taxi or bus services. LBH will utilise one of the many projects that we have implemented that promote independence.

We are particularly proud of our offer in the independent travel training, aspects of which **are delivered via our 'Travel Buddies' service**. More information in relation to this can be found later in this document (**section 3.3**). This form of travel assistance has had demonstrable success in assisting in developing the skills to lead truly independent lives.

As a council, we are committed to developing the methods and practices we use that enable us to attain this key principle. We aim to do this in conjunction with parents and schools, to ensure the travel assistance we provide caters for the specific needs of the children and young people living within the borough.

1.4 Safeguarding

As a local authority, LBH are committed to ensuring the safeguarding of children and young people and this is particularly important when children and young people are receiving home to school travel assistance.

Safeguarding means protecting a person's health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect. In most instances, the most effective way to ensure the safeguarding of a child or young person on their journey to/ from school is for their parents to provide travel arrangements for them.

Where this is not a possibility and LBH provide travel assistance, we have several ways that we ensure the safeguarding of children and young people. These include but not exhaustive to:

- all staff complete compulsory compliance checks such as Disclosure and Barring Service (DBS);
- robust processes and procedures for reporting safeguarding issues;
- travel assistance staff are trained in an **accredited 'Child Protection/ Safeguarding' programme**;
- stringent contractor vetting processes, including regular audits;

- regular inspections by senior officers of the Passenger Transport Service (PTS) of the provisions we have in place for children.

1.5 Children and young people covered by this policy

This policy applies to all children and young people who are a resident⁵ of the LBH. The child will also have to be under the age of 16. It covers both children with and without SEND.

There is a separate policy regarding school travel assistance for young people who are considered 'Post 16' i.e. between the ages of 16 and 25 years old.

If a family has moved out of the LBH to another Local Authority, even temporarily, it is the responsibility of the new local authority to provide travel arrangements, even if the child or young person remains in a Haringey school.

1.6 Children under 5 years old

There is no legal requirement for local authorities to provide travel support to and from school for children under five years old. As such, LBH will not offer travel arrangements to children under the age of 5⁶, unless there are exceptional circumstances. We expect that children under the age of five are taken to school by their parent.

There are exceptional circumstances whereby LBH will provide travel assistance for a child under the age of 5. In determining this, we as the Local Authority will consider:

- if a child has SEND and the contents of any Education, Health and Care Plan (EHCP);
- **if there are alternative means of facilitating the child's attendance at school;**
- what alternative placements or options that may be available;
- the distance and journey time from the child's home to their place of education.
- the best use of the LBH's resources.

⁵ 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.

⁶ In instances where a child turns 5 during an academic year, travel assistance will only be offered when they are in full time education.

1.7 Eligibility criteria

Statutory guidance dictates that there are instances in which a local authority must provide children with home to school travel arrangements or support. To be in receipt of this assistance from LBH, children must adhere to certain eligibility criteria. These revolve around the following:

Distance

LBH will provide transport in principle to children or young people whose distance between their home address and school is greater than the 'Statutory walking distances'.

Where a school is within the statutory walking distances **of a child's home address**, LBH expects parent to make suitable arrangements for their child to travel to school; unless there are exceptional circumstances, such as children with SEND.

To promote the travel arrangement ideals of the LBH, children will be expected to walk; where possible, if their residence is within the following distances from their school:

- 2 miles for children under the age of 8 years old;
- 3 miles for children or young people over the age of 8 years old.

In summary, any child living a distance further than the above will be eligible have school travel assistance provided by LBH.

The distance is measured using online mapping tools, which measure the actual distance travelled (not a **straight line** or 'as the crow flies'). This will account for a 'reasonable' and 'suitable' route that the child/young person could take to travel to school.

School placement

A child is only eligible to receive travel assistance from LBH if they are attending their nearest suitable⁷ or qualifying⁸ school.

This means that if a child attends a school on the basis of parental preference and there is a more local provision that can meet the child's needs, i.e. there is a suitable school that is closer to the **child's home address**, it is the responsibility of the parent to make arrangements for **the child's** travel to school.

The exceptions to this rule are:

⁷ Means a school that is suited to the pupil's age, ability and aptitude and/or any special educational needs the pupil may have.

⁸ 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).

- a) based on religious belief. LBH respects a **parents' religious and philosophical convictions in relation to their child's education** and this will be considered when evaluating which schools are **deemed** 'suitable' or 'qualifying'.
- b) **where the school named in the child's EHCP is the same as the parents' preference**, even though it may not be the nearest option. In instances where a school is named in an EHCP and the parent wishes to send their child to a different '**preferred**' school, LBH will expect the parent to make their own travel arrangements, other than in exceptional circumstances⁹.

Children of compulsory school age with SEND

LBH will make arrangements for all children who cannot reasonably be expected to either walk, cycle, or use public transport to travel to school because of the associated health and safety issues related to their SEND. This may be because a child's mobility, medical and/ or behavioural needs make it challenging for parent to provide travel arrangements to assist the **child's journey** to and from school.

Most children in LBH with EHCPs do not require specialised travel assistance. We will assess and identify the travel requirements for each child on an individual basis and put suitable arrangements in place, where necessary. Further information can be found in the '**Haringey's decision process**' part of this document (**section 3.5**).

Statutory guidance dictates that statutory walking distances should not be considered when assessing the transport needs of children and young people eligible due to SEND. LBH therefore do not consider this when determining the outcome of applications involving a child/young person with SEND.

The eligibility of children who are awaiting a medical diagnosis and/ or an EHCP, will be assessed using the standard criteria outlined above i.e. distance, school placement, age. This is unless the needs of the child can be evidenced by alternative means for example, by a professional within the school. In this instance, the PTS will consider the eligibility of such children on a case-by-case basis.

Looked after children (LAC)

For children who are looked after by LBH but not living in the borough, it is the responsibility of the local authority that the child lives in to assess their needs and provide school travel assistance, the costs of this transport may be recharged to LBH (upon review of the arrangements being suitable by the PTS).

There may be a delay in receiving travel assistance from a placement local authority due to:

⁹ An exceptional circumstance may be that the school named in a child's EHCP does not have any placements available, thereby forcing them to attend a different school.

- the time it takes transfer responsibilities between one local authority to another;
- processing time for travel arrangements in the placement local.

During these transitional periods, LBH will provide temporary travel arrangements where possible via its adhoc service. This would need to be arranged via the social **worker responsible for the child's** placement. It may not be possible for the PTS to provide travel assistance due to various reasons, such as the LBH not having any transport providers in the area. Where it is not possible, the PTS will endeavour to assist the placement authority to ensure travel arrangements begin as soon as possible.

Children living in LBH but are looked after by a different local authority, will have their travel needs assessed and provided by LBH (the costs of this transport may be recharged to the placing authority).

1.8 Exceptional circumstances

Although there isn't a statutory responsibility for local authorities to provide school travel arrangements outside of the remit of the criteria above, LBH recognises that there may be several circumstances that may prevent a child, or their parent, accessing their usual method of school travel. In these instances, we will endeavour to put the necessary arrangements in place. Applications for travel assistance will need to be submitted via the usual process, with more information to be found in **section 2**. With exceptional circumstances, LBH will endeavour to expedite the applications and put arrangements in place as soon as possible. This is subject to the availability of resources.

Families in crisis

LBH will consider applications for school travel assistance in instances where families are in 'crisis'. We **define 'crisis'** as a set of issues that a family encounters that prevent a parent's ability to be reasonably expected to provide school travel arrangements for their child, due of the circumstances. An example of this may be because one of the **child's** parents has passed away and the remaining parent is not able to escort their child to school due to having to provide care for other siblings.

In instances **of a family being in 'crisis'**, LBH will assess the best way in which we **can support the family's school travel needs. This will be assessed on a** case-by-case basis, using the assessment criteria which can be found later in this document We will review the arrangements and the needs of the child on a regular basis, with LBH removing the travel assistance when the child no longer requires support.

Temporary medical conditions

LBH will consider applications for school travel assistance if a child has a temporary medical condition that means that they are unable to use the regular form of school travel that they would normally use. In these instances, we will expect parents to have exhausted all other options for school travel prior to applying.

We will require written evidence from a medical practitioner, such as a doctor, supporting the existence of the medical condition.

The eligibility of this criteria will be assessed outside the parameters of statutory walking distances and if the individual is deemed eligible, the travel arrangements put in place will be based on the specific needs of the child. We will review the arrangements and the needs of the child on a regular basis, with LBH removing the travel assistance when the child no longer requires support¹⁰.

Children with mental health conditions

LBH will consider applications for school travel assistance if a child has a mental health condition, such as severe anxiety and depression, which results in them being unable to use the regular methods of school travel, due to safeguarding concerns. In these instances, we will expect parents to have exhausted all other options for school travel prior to applying.

We will require written evidence from a medical practitioner, such as a doctor, supporting the existence of mental health condition.

Children with disabled parents or carers

LBH expects parents or carers to escort or provide the necessary travel arrangements for their children in instances where they are not eligible for assistance from LBH.

This may not be appropriate for all residents within the borough, particularly in cases where a parent has a disability that may restrict their ability to accompany the child to their place of learning. In instances such as this, we will consider applications for travel assistance, even if the child is not eligible by other criteria.

We will require written evidence from a medical practitioner, such as a doctor, confirming that the parent is unable to escort/ provide travel assistance for their child due to their medical condition(s).

¹⁰ When the medical condition no longer prevents the child from accessing their usual form of school transport.

The council will use their discretion as to which provisions are put in place, on a case-by-case basis, using the assessment criteria which can be found later in this document ([section 3.5](#)).

Domestic violence

Where a family are forced to move address, whether this is moving into the borough or within it, due to domestic violence, LBH will consider applications for travel assistance. This will forego the regular eligibility criteria such as distance. . The arrangements may be interim or temporary solutions that have been sought in the short term and will be subject to review/ change.

Children residing at two addresses

In instances where a child lives at two addresses, for example if separated parents share joint custody of the child, LBH will provide home to school travel assistance from the primary address, provided:

- the **child's** primary address is within LBH;
- the child is eligible for travel assistance based on the eligibility criteria in [section 1.7](#);
- the child's EHCP is administered by LBH.

LBH will consider providing travel assistance to and from the second address, and will provide support when logistically possible and within the best use of resources.

2. Applications

Applications for school travel assistance can be made via our website:

https://eforms.secure.haringey.gov.uk/ufs/TRANSPORT_AND_TRAVEL.eb?ebd=0&ebp=10&ebz=1_1636535537036

All applications must be submitted via the **website and can't be made over the telephone or via email**. It is essential that applicants¹¹ include as much information as possible with regards to a **child's condition(s)** as this will allow us to provide the most suitable travel arrangements to fulfil the **child's needs**.

If an applicant is unable to complete the application form whatever reason, they should contact the PTS team (details in **section 6**) or seek assistance from their school to submit it on their behalf.

Applications for travel assistance will be assessed by officers within the PTS, with the final decision being made by the Transport Manager. During the decision making process, the PTS will follow the process outline in section 3.5. The PTS which they will consult with other professionals such as EHCP caseworkers and school teachers, **allow the PTS to gather the most complete picture of the child's needs and therefore, their eligibility**.

Applicants will receive a decision with regards to the outcome of their application in writing.

2.1 When is a new application required?

Applicants will need to complete a new application for a child if one of the following applies to them:

- the child has changed address;
- the child has changed the school they attend;
- the child is moving from nursery school to primary school;
- the child is moving from primary school to secondary school;
- the child is 16+ and moving to a new school or college, or remaining at the same school.

Making a new application will allow LBH to gather the most accurate information and allow us to accommodate the needs of the children more effectively.

LBH will not require a new travel assistance application between academic years if **the child's current circumstances will not change i.e. they attend the same school, live at the same address and have the same SEND needs**.

¹¹ Applicants has been used in this document, as parents, carers, schools or even children can make an application for travel assistance

2.2 Timescale

Although we aim to process applications as quickly as possible, parents should allow up to 30 days¹² from the date of application for a response to their application. After the acceptance of an application, a parent should allow up to ten working days from receipt of the confirmation for the travel arrangements to be put in place. If an applicant has not received an answer in this timeframe, they should contact the PTS team (details in [section 6](#)).

To reduce disruption to the service and inform effective planning, LBH are implementing cut off dates for applications. The cut off dates are only applicable for applications made for arrangements to begin for the next academic year. The beginning of the academic year is the most critical time with regards to school travel and we aim to promote continuity in the service we provide the children. Late applications present several issues for the service in several ways, which is why a cut-off date is necessary. These issues include but are not limited to:

- other service users having to be placed on different vehicles to what they have become accustomed to in order to accommodate new children and young people;
- vehicles not being optimised to fulfil the specific needs of the children on board;
- longer journey times due to routes becoming inefficient;
- temporary overcrowding of vehicles until children and young people can be moved/ new vehicles procured.

Applications that are made during the academic year, whether they are for new service users or due to a change in circumstances outlined in section 2.1, will be subject to the usual processing time of 30 days.

Late applications will still receive travel assistance, however this may be delayed for the start of the academic year. The arrangements may be interim or temporary solutions that have been sought in the short term and will be subject to review/ change.

Cut-off dates will be **published well in advance on the LBH's local offer**, which is available on our website. We will also correspond with parents in writing via mail/ email informing them of the exact dates.

The cut-off dates will not apply in cases where there are exceptional circumstances. Examples of exceptional circumstances may include:

¹² This document uses calendar days- not working days unless stated otherwise.

- a child's circumstances changing e.g. moving address, after the published cut off dates;
- the applicant awaiting the outcome of a SEND panel and/or review;
- an EHCP being assessed or reviewed after the cut-off date;
- the applicant **awaiting the decision of a tribunal with regards to a child's school placement.**

The arrangements for applications made under exceptional circumstances may be interim or temporary solutions that have been sought in the short term, and will be subject to review/ change.

3. LBH's travel assistance offer

LBH considers public transport as a suitable method of transportation for most children to travel to their educational provisions. As a resident of a LBH, ALL children under the age of 16 are entitled to free travel on buses to facilitate this. Where this option may not be suitable for a child, we operate several different schemes to provide support for children and young people to allow them to attend their place of learning. These services can be accessed upon application and only if certain criteria are met (as per [section 1.7 &1.8](#)).

In instances where a child/ young person is not eligible for travel assistance and/or their application has been declined, LBH will expect them to travel to their place of learning (accompanied if necessary) using provisions in place by TfL (more information in [3.1](#)).

If a child/ young person's application for school travel assistance is successful, LBH will use its discretion to offer one of three travel options, based on the specific needs of the individual. The options are as follows:

- vehicle transportation- the child will be transported by taxi or bus, most likely with other children attending the same school. More information in [section 3.2](#).
- independent travel training/ travel buddy scheme- supported one-to-one or group training designed to equip children with the skills required to travel independently, be it on foot, or by public transport. More information in [section 3.3](#).
- personal travel budget (PTB)- a PTB is a payment designed to help parents to make any of the travel arrangements needed to facilitate their child accessing school. More information in [section 3.4](#).

It is down to the discretion of LBH to decide which of these options is most suited **to the needs of the child, as well as the best use of Haringey's resources.**

Further information about how Haringey makes their decisions can be found in [section 3.5](#).

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

In instances where a child/young person is not eligible for assistance from LBH and/or, is capable of using and has access to public transport, LBH will expect the offer of travel assistance from Transport for London to provide sufficient support to **facilitate a person's transport to school.** The current offer allows children and young people of school age, up to the age of 16, free travel on buses and trams¹³. In conjunction with this, TfL offers discounted Tube, TfL Rail and National Rail Services.

¹³ This is up until the end of the academic year in which the individual turns 16.

Applications or further information regarding travel passes or oyster cards can be accessed through the TfL website (www.tfl.gov.uk/).

3.2 Vehicle transportation

Provisions of travel assistance using taxis or buses will only be granted when it is deemed essential to the child **or young person's** needs. LBH will provide suitably qualified, registered vehicles from a commercial provider that adhere to the contractual standards that the council have set.

In a bid to reduce congestion and to make best use of council resources, children and young people will mostly travel together on communal bus routes. We will only provide individual private hire vehicles based on the assessed needs of the child.

LBH may also provide vehicular transportation if the child/young person is the only person, or a small number of children and young people, who attend a particular school or placement. This is usually the case when the child/young person attends a school out of the borough.

We will regularly review the duration of vehicle journeys, taking into consideration the route and the individual needs of the passengers on board. Statutory guidance suggests that the maximum each way length of journey for a child of primary school age to be 45 minutes and for secondary school age 75 minutes¹⁴. This journey time may not be suitable for every young person, for example where they have SEND and/ or has acute medical needs. LBH will assess routes on a case-by-case basis and provide additional travel assistance arrangements where necessary.

Pick-up & drop-off points

Children and young people will only be picked up from their home address if it is essential to their individual needs. In all other cases, LBH will inform the parents of a local pick up/ drop-off point. These locations are usually communal areas where we can pick up/ drop-off children. The reasons for using these are:

- to encourage and maintain independent travel for children;
- to reduce the journey times for children/ young people;
- to ensure that the route taken is the most efficient.

We offer two types of pick up & drop off points. They are:

- local pick-up & drop-off points
- home pick-up & drop-off

¹⁴ This is dependent on the placement the child attends. For example, if a young person attends a college that is approximately 75 minutes away, it is reasonable that the person may be on a vehicle longer than the statutory guidance, due to variances in traffic etc.

Local pick-up & drop-off points

This will be a safe and convenient location, close to the child/ young **person's** home address, within a reasonable walking distance.

When assessing if a child/ young person will access their travel arrangements from a local collection point, LBH will consider both the **child's** and the parent's individual needs. This will include but not exhaustive to:

- the mobility needs of the child;
- the health needs and/ or medical conditions of the child;
- any sensory impairments of a child;
- the personal safety of the child;
- public safety;
- family circumstances.

Local pick-up points will be individually assessed for suitability and will be approved by LBH before they are used. When assessing the suitability of a local pick-up point, we will consider the following:

- if the pick-up/ drop off location is within a suitable distance of the child/young person; s home address;
- if the vehicle can access the area and can effectively allow children and young people to board the safely;
- if the location allows for the child/ young **person's** mobility needs e.g. wheelchair access;
- if the location is an area where there is low traffic/ pedestrian congestion e.g. avoiding busy car parks where possible;
- if the location has suitable shelter in the event of adverse weather conditions.

It is a parent's responsibility to ensure their child's safe passage to and from these locations. We therefore do not consider age a factor in determining whether a child/young person is suitable for local pick-up / drop-off points.

Home pick-up & drop-off

Where it is determined to be necessary due to a child/ young person; s needs, LBH can provide pick up and drop offs from their home address.

The parent or a responsible adult must be at the home address at the time that the child/ young person is picked up/ dropped off. We will endeavour to provide the most accurate times but variables such as traffic can affect these.

Carers with more than one child on Haringey travel assistance

We will also consider providing home pick up/ drop off where a parent has more than one child on travel provided by LBH. This is to prevent any issues arising from

parents having to be at certain pick up/ drop off points at logistically challenging times.

Pick-up/ drop-off times

Parents will be informed of approximate times that their child is to be picked-up or dropped off by the PTS team. Although we will endeavour to accommodate the individual needs of children and young people, we cannot take parental and family circumstances into account when arranging pick-up and drop-off times. Due to many of the vehicle services we operate being communal, we are unable to provide **times based on parental 'preference', as we will not be able to cater for every user's** needs at the same time. This would include whether a parent is unable to accompany their child to and from their pick-up & drop-off point due to work commitments.

In instances where parents are taking siblings of their child to the same, or another school, we expect parents to make suitable arrangements to ensure their child is at the collection point in the morning/ a responsible adult is available at the drop-off location in the afternoon.

Exceptional circumstances may exist and if so, we will consider the evidence provided on a case-by-case basis.

Lateness

If a parent is late in getting a child to the pick-up point or getting them ready, LBH's vehicles will wait a maximum of three minutes after arrival. After this point, the vehicle will move on to the next child that needs to be picked up. This is to ensure the smooth running of the service and to prevent any further delays for other passengers on the route.

If the vehicle has left the pick-up point due to the child being late, it is the responsibility of the parent to make their own travel arrangements to get the child to their place of learning. If the parent is able to do this, LBH will be able to recommence arrangements from the afternoon collection from school.

If a LBH vehicle is running late, parents may be able to track the progress of the route by using the 'Missions' app. The App will provide parents with the current geographical location and they should therefore check the 'Missions' App prior to contacting the PTS team. For more information on the 'Missions' App or how to access it, parents should check with the PTS team.

In instances of severe lateness, we will endeavour to notify the parents by SMS text, email, or by a phone call¹⁵. It is therefore pivotal that we are kept informed of the

¹⁵ This may either be from the PTS office team or the passenger attendant on board the vehicle.

latest contact information for parents. We will also endeavour to keep schools apprised of the lateness when this occurs.

Passenger assistants/ escorts

Based on the needs of the children on any given vehicle, LBH may provide a passenger assistant (PA)¹⁶. A PA will only be provided where it is deemed necessary for the safe operation of the vehicle and/ or care of the children and young people on board.

Factors that determine the need for an escort include but are not exhaustive to:

- the age of the child or young person.
- the medical needs of the children and young people.
- the behavioural needs based **on a young person's SEND**.

The needs of the passengers on board the vehicle will be assessed by a member of the PTS team.

3.3 Independent travel training and travel buddy scheme

LBH may decide to provide assistance in the form of travel training via our travel training and travel buddy scheme. One of our core values is to promote independence for children and young people, with these forms of travel assistance the most effective way to achieve this.

We offer two **components to LBH's travel training offer. These are:**

- Independent travel training (ITT): is one-to-one training with an accredited travel trainer on a regular, but not daily basis. The travel trainer will tailor a **specifically designed program to develop a child's travel confidence and skills**, be it on foot, or by public transport;
- Travel buddy scheme- is a supported travel assistance scheme on a daily basis, which involves a travel buddy accompanying the child/ young person on their journey to school, be it on foot, or public transport.

The principle is for a child to participate in ITT sessions on a regular basis. On days when a child is not receiving a one-to-one ITT session, they will travel to school with a travel buddy, implementing the skills they have developed during the ITT sessions on a daily basis.

LBH's travel trainers will work closely with school staff, parents, and children and young people to cater the travel training to the specific needs of the child.

¹⁶ Also referred to as an 'escort'.

Travel training is not only beneficial for children and young people whilst they are travelling to education, but it can also help them in many other ways. This includes such benefits as increased independence, self-esteem, access to social life, social skills, and access to job opportunities.

We aim for children and young people to have the same trainer and/ or travel buddy throughout their training (except during leave and exceptional circumstances), and the team can offer support afterwards.

All of our training programmes are accredited. For a child/ young person to be **declared 'independent', the individual's travel skills are evaluated by one of our assessors**. Where the older child/young person displays the necessary skills to travel safely to school independently, they will be accredited with a certificate detailing that they have successfully completed the course.

In instances where a child/ young person **doesn't exhibit the necessary skills to be independent**, LBH will provide additional training, amending the teaching methods where necessary.

Once a child has been certified as independent, LBH will expect the travel assistance offer from TfL (in **section 3.1**) to provide sufficient support for the child's journey to and from school.

Training delivery

Parents will be involved from the outset, starting with a meeting with the travel assessor who will work with them to tailor the program to their **child's needs**. A travel trainer and/ or travel buddy will accompany the applicant throughout their whole journey from home to school and vice versa, empowering them to manage every aspect of their journey independently. The program will encompass:

- personal safety;
- children finding their way;
- Green Cross Code;
- road, walking, and bus safety;
- planning a journey;
- using a bus pass and paying a fare;
- using buses, trams, & trains;
- problem solving, such as service cancellations.

Until the older child/ young person is considered capable of completing the route on their own confidently, they will always be accompanied by a travel trainer and/ or travel buddy. There will be regular assessments of progress, which will be shared with the family and school of the child/young person.

Some special schools in the borough offer their own travel training for their pupils. Parents should check with their child's school first before applying to the Passenger Transport Service.

Eligibility

The purpose of ITT and the travel buddy scheme is to help the LBH to achieve its objectives of promoting independence. LBH acknowledges that there are other benefits of accessing these programs besides the child developing independent travel skills. These include the possible mental and physical health benefits that these schemes promote when compared to other forms of travel assistance. The PTS will consider children who have been assessed that they may not be able to travel independently, but there is a demonstrable positive outcome of using these schemes. However, due to the finite amount of resources at the disposal of LBH, young people who have been assessed by the PTS to show the potential to travel to and from school completely independently once trained; will be prioritised.

Prior to training takes place, we will first assess whether the child/young person is ready for travel training on case-by-case basis. To assess a child/young person's suitability for the schemes, LBH will consider:

- the information on an EHCP for the child/young person, if applicable;
- information contained in the application form;
- risk assessments obtained from schools;
- route assessments by a LBH officer;
- information from key workers.

On the days where there is no travel training, for example when a travel trainer is absent due to illness, the learner will continue to use their normal mode of transport to get to school/college. Once the training is completed and the learner becomes independent, they will start to walk or use public transport as trained.

Applications should be made via the usual method, more information in [section 2.1](#).

3.4 Personal transport budget (PTB)

A PTB is a payment designed to help parents make any of the arrangements needed to facilitate their child accessing school. Parents can use the budget in any way they wish to ensure the child attends school every day, on time, and ready to learn. Examples of how a PTB may be used include:

- contributing towards covering the costs of running a car;
- purchasing travel passes for the parent and/ or child to use public transport;
- paying for travel arrangements for an older sibling, thus allowing the parent to accompany the younger child to school¹⁷;
- paying for childcare arrangements for a younger sibling, whilst the parent takes the older sibling to school;

¹⁷ This should be considered particularly in cases for children with SEND, with this parent taking the child with SEND themselves.

- paying a PA to accompany the child to school on public transport i.e. a travel buddy;
- arrange shared travel, such as a car or taxi, sharing with another family;
- purchasing bikes for children and support climate change initiatives.

If a parent chooses to receive a PTB, LBH will consider their duty of providing school travel arrangements for eligible children fulfilled and will provide no further assistance.

PTBs are granted at the discretion of the local authority, where it is cost effective for the authority to do so. There is no automatic right to receive a PTB, in place of alternative transport assistance, which may have been offered. We reserve the right to withdraw the PTB at any time. If we were to withdraw this support, LBH will provide alternative forms of travel assistance¹⁸.

To receive a PTB, applicants must apply through the usual application form and contact PTS (details on how can be found in [section 6](#)) to state their preference for a PTB. Children must comply with the eligibility criteria detailed within this policy (more information in [section 1.7 & 1.8](#)) to entitled to a PTB.

The value of a PTB is dependent on numerous factors, which will be considered when determining the amount of financial support each child is entitled to. These include but are not limited to:

- the distance from the child/young person's home address and school;
- the duration of the journey from the child/young person's home address and school¹⁹;
- school schedule i.e. the number of days the child/young person attends school;
- reasonable methods of travel (i.e. walking, bus, tram or train) based on the **child's needs**, and the expense associated with them;
- passenger assistant **costs to act as a 'travel buddy' or trainer**²⁰. LBH will pay the **'London Living Wage'** for this cost, for the duration of the journey and any reasonable journey times associated with the route i.e. a travel buddy **journeying to and from the passenger's pick-up/ drop-off point**;
- fuel costs.

Formula for PTB value:

$(\text{journey time} \times \text{PA cost per hour} + \text{journey cost}) \times \text{journeys per day} \times$

¹⁸ Unless there are exceptional circumstances, such as those outlined in the Ceasing/ withdrawal of travel assistance ([section 3.7](#)).

¹⁹ Journey times will be calculated using Google Maps, taking into consideration traffic or public transport variances for the time of day that a child travels.

²⁰ Parents may be considered to undertake this role.

$$\text{number of days attending school per week} \times \text{number of weeks per academic year} \\ = \text{PTB value}$$

Appendix A (on page 41) displays a diagram demonstrating an example of how a PTB is calculated.

When a parent has more than one child who are eligible for a PTB, they may be entitled to receive a PTB for each child. The values of each PTB will be determined by the above criteria, however the budget paid for the first child will also be considered when determining the value for subsequent children and young people.

PTBs are paid over the academic year (in arrears on a monthly basis unless other arrangements have been made). As a part of receiving a PTB, a child/young **person's** attendance record at school will be monitored and reviewed. Payments that have been made for days that they are absent will be deducted from the **following month's PTB payment. If a child's attendance drops below an acceptable level without a suitable reason²¹**, LBH may decide to withdraw the PTB. We determine that the statutory expectation of 95% attendance to be acceptable.

If a child/young person is in receipt of a PTB and their parent believes it is no longer suitable, or not of sufficient value to fulfil their needs, they must notify LBH in writing (details can be found **section 6** of this document). We will require supporting evidence as to why the PTB is no longer suitable, or of sufficient value for the parent to provide travel arrangements for the child. The case will be reviewed by a senior officer of the PTS team, who will consider:

- **LBH's decision making process (outlined in section 3.5** of this document);
- the factors such as distance and journey times etc.; as outlined in this section of the document (**section 3.4**),
- the supporting evidence supplied by the parent.

Parents should allow for 30 calendar days to receive a response in writing. During **this time, it is the parent's responsibility to provide travel arrangements for their child. If LBH determine that the parent's explanation is valid**, we may:

- provide an alternative form of travel assistance, with arrangements commencing after the payment period for the most recent PTB instalment;
- increase the value of the PTB accordingly, with adjustments being made from the date of the confirmation email.

²¹ LBH will correspond with schools and parents to determine what is an 'acceptable level', based on the individual needs of the child. We will only consider unauthorised absences when determining acceptable levels of attendance.

Parents who are not satisfied with the outcome of this review of their PTB should follow the procedure outlined in the Appeals section (4) of this document.

Mileage claim

In instances where a parent can provide their own travel arrangements by vehicle, they may be eligible to claim mileage. The child will have to be eligible to receive travel support as per the criteria in section 1.7 & 1.8).

Formula for mileage:

$$\begin{aligned} & (\text{Miles per journey} \times \text{average vehicle miles per litre} \times \text{fuel cost per litre}) \times \\ & \text{number of days attending school per month} \\ & = \text{Mileage claim value} \end{aligned}$$

3.5 Haringey's decision process

After receiving an application, an assessment will be made as to whether the child/young person is eligible to receive travel assistance from LBH, as per the 'Eligibility Criteria' section 1.7 above. All decisions will take governmental statutory guidance and legislation into consideration. Applications for travel assistance will be assessed by officers within the PTS, with the final decision being made by the Transport Manager.

Once a child/young person is deemed to be eligible, LBH will determine the type of travel assistance that we will provide. We will consider evidence regarding, but not limited to:

- the specific needs of the child/young person, particularly in instances where they have SEND;
- whether the child/young person is attending the nearest suitable educational establishment that fulfils their needs;
- whether there is a family member/carer who is able to transport or accompany the child/young person.
- the distance from home to school;
- the complexity of the journey from home to school;
- if the child/ young person can become an independent traveller;
- **the best use of Haringey's** resources.

To ascertain all of this information, we rely on a number of sources. These include:

- the **information within a child's** EHCP, if applicable;
- information contained in the application form;
- risk assessments obtained from schools;
- route assessments by a PTS officer;
- information from passenger attendant/ escorts;
- information from key workers.

As such, it is essential that information about a child/ **young person's** medical needs, ways of communicating with people, particular likes and dislikes or fears (such as loud noises etc.) are included in their application.

As an example, a particular child is a wheelchair user. As a result of being informed of this, LBH can plan to put provisions in place that reduce the impact of this on the **child's journey**. If the child is receiving travel training, we will take this information into account to ensure the public transport routes they use are accessible.

A diagram of the decision process can be seen in Appendix B (on page 42).

3.6 Travel assistance reviews

LBH reserves the right to review the type of travel assistance that a child/young person receives. Typically, this will be assessed annually but there are some circumstances that may result in transport arrangements being reviewed. These include but not exhaustive to:

- a child/young person transitioning from one school to another (nursery to primary, primary to secondary and after the child or young person is over 16 years old);
- a child/**young person's** home address changing;
- a change in the child/**young person's** needs;
- an incident occurring on the current travel arrangements²², necessitating the need for a change in the type of travel assistance provided.

In all the above examples, it is the parent or carer's responsibility to re-apply for transport and/or notify LBH of the change in circumstances. Failure to inform the PTS team of any changes may cause delays with the provision of transport for the child/young person being put in place, or potentially withdrawn.

The results of a review will be implemented at a convenient time of the academic year, such as the beginning of the school term. In instances where a child/young person is moving home, the new arrangements will be made as soon as reasonably practicable.

3.7 Ceasing/ withdrawal of travel assistance

Outside of the outcome of a review there may be various reasons why a child/young **person's** travel provisions may be withdrawn. These reasons may include but are not restricted to:

- if it is proven that travel assistance was obtained on the basis of fraudulent or misleading information;

²² Such as an incident that that has led to a temporary suspension from transport.

- a child/ young **person's** behaviour is in contradiction to the behavioural standards (more information can be found in **section 5.1** of this document) and is so severe that travel arrangements are withdrawn. This is assessed on an individual basis, taking into consideration the specific behaviours a child's SEND.

3.8 Transport times

LBH will provide travel assistance to and from school at the beginning and end of each day. **This will be at 'regular' school times, as** determined by the school schedule. This ensures that we, as the local authority, will have the necessary resources available at the specific times that travel assistance are required.

LBH appreciates that a child/ **young person's** educational programme may differ to **'conventional'** school timetables, especially in the case of children and young people with SEND. In exceptional circumstances, we will put provisions in place. An example of one of these circumstances would be if a differing timetable were to be named as part of a child/**young person's** EHCP.

Prior to LBH providing travel assistance for a child/young person, we will inform parents of the schedule for these arrangements. For example, a child/young person will only be given travel assistance in the mornings if they finish school in the afternoon **earlier than the 'regular' school closing time.**

Breakfast/ after school clubs

LBH do not provide travel arrangements outside of regular school times and do not provide transport for non-statutory school activities, such as breakfast clubs. **In these circumstances, it remains the parent's responsibility²³** to provide travel assistance for the child.

There are various reasons why travel **assistance isn't provided** outside of the **'regular' school** times. These include but are not exhaustive to:

- a PA being allocated to the route and this resource not being able to accommodate the different times;
- a child/young person being allocated to a route with other passengers who do not attend the same club;
- breakfast/ after school clubs not being at the same location as the school;
- club times being inconsistent e.g. a club finishing at 4pm one day and 5pm the next.

LBH will only consider providing travel arrangements for breakfast/ after school clubs where it is logistically viable. An example of this would be where all the

²³ In some instances, schools provide their own transport for these activities. Parents should check with their school prior to contacting LBH regarding this.

children who are allocated to a particular vehicle all attend the same after school club, and the travel providers and PA are able to accommodate the change in times. It is down to the discretion of LBH whether we will provide travel assistance for breakfast/ after school clubs.

Residential schools

Where a child/young person is attending a residential school, LBH will only provide travel assistance:

- at the beginning of the week;
- at the end of the week;
- at the start of half term/ term
- at the end of half term/ term
- **in cases of emergency, with what constitutes an 'emergency' being at the discretion of LBH.**

We will not provide travel arrangements for parents or families to visit the school. If parents wish to visit (including the first day of school), they must make their own arrangements or contact the school.

Additional journeys

LBH's transport providers are only permitted to provide travel assistance for children in the following instances, unless authorised by an officer in the PTS team:

- a journey from a **child's designated** pick-up point to their school;
- a journey from a child's school to their designated drop off point;
- on journeys **as per the child's school schedule, as agreed by LBH.**

We will not provide travel arrangements for:

- school trips;
- medical appointments;
- work experience or work placements;
- early collections **from school due to a child/ young person's illness;**
- visits to other school locations away from the pre-agreed school placement location;
- sports facilities.

Where pupils have more than one address, home to school travel assistance will be provided to and from the residence where the pupil is habitually and normally resident.

3.9 What to do if a child/young person's arrangements aren't suitable?

If a parent feels that the arrangements for their children are not suitable, they should email PTS at school.transport@haringey.gov.uk; stating the reasons that they are not suitable and provide any supporting evidence for this..

They can also follow the 'Appeals' procedure outline in [section 4](#).

4. Appealing a decision

A parent has the right to **appeal decisions that LBH make surrounding their child's** travel assistance arrangements. Reasons for parents to appeal may include but not exhaustive to:

- when an application for travel assistance is refused;
- when LBH proposes arrangements for travel assistance that the parent does not agree to;
- when LBH changes the existing travel assistance arrangements for a child that a parent does not agree to.

The appeal process has two stages. Stage one will look at the original decision and assess whether it had the correct outcome. If a parent is still not happy with the decision of the stage one appeal, they have the right to proceed with a stage two appeal.

Appendix C (on page 43) displays a flow diagram showing the appeals process.

Each stage of the appeal will assess:

- the nature of the decision reached;
- how the review was conducted (including the standards followed e.g. Road Safety GB);
- information about other departments and/or agencies that were consulted as part of the process;
- what factors were considered in the decision;
- the rationale for the decision reached.

4.1 Stage one appeal

A stage one appeal must be submitted in writing within **20 days** of the letter or email refusing travel assistance or proposing changes to existing arrangements. Stage one appeals must be sent to:

School Travel Assistance Appeals,
Special Education Needs,
London Borough of Haringey,
5th Floor, 48 Station Road,
London,
N22 7TY
or by email to: transport.appeals@Haringey.gov.uk

This appeal will be reviewed by a senior officer within the SEND team at LBH, who were not involved in the original decision. It should contain:

- the reasons why the parent believes the decision should be reviewed;
- any details of supplementary evidence or reasoning that the parent believes should be considered when the decision is reviewed.

After the appeal has been reviewed, the outcome may be to:

- uphold the appeal, or;
- not uphold the appeal and continue to refuse travel assistance.

The person appealing will be informed of the stage one decision in writing within 20 days of receipt of the appeal.

If a parent is not satisfied with the outcome of the stage one appeal, they can proceed with a Stage Two appeal.

4.2 Stage two appeal

A parent has 20 days from receipt of **LBH's** decision of the stage one appeal to escalate the appeal to stage two. This must be submitted in writing to:

School Travel Assistance Appeals,
Special Education Needs,
London Borough of Haringey,
5th Floor, 48 Station Road,
London,
N22 7TY
or by email to: transport.appeals@Haringey.gov.uk

The appeal must be submitted in writing and must include the reasons for challenging the decision of the stage one appeal. It should include any new evidence or documentation that has become available.

Within 60 days of receipt of the **parent's** request, an independent appeal panel will consider written and/ or verbal representations from both the parent and the officers involved in the case. The person appealing will be provided with a detailed written notification of the outcome of the stage two appeal, within 5 working days of the panel convening.

The outcome of Stage two appeals are final and there is no further right to appeal.

4.3 Ombudsman

If a parent believes that the LBH has failed to follow correct procedures, or if there were any irregularities in the way the appeal has been handled, they have the right to complain to the Local Government Ombudsman.

The Local Government Ombudsman's contact details are:

- 0300 061 0614
- www.lgo.org.uk

If the parent considers the decision of the independent panel to be flawed on public law grounds, the complainant may also apply for judicial review.

4.4 Important appeals information

During the appeals process, the following will apply:

- no travel assistance will be provided;
- no changes to existence arrangements will be implemented.

Parents are responsible for providing travel assistance for their child until the outcome of the appeal has been determined.

4.5 Complaints

If parents wish to make a complaint about the level of service they have received regarding their **child's school travel arrangements**, they can submit a complaint via the council's dedicated webpage:

<https://www.haringey.gov.uk/contact/council-feedback/make-complaint>

They can also complain in writing to the following address:

Head of Service, Integrated SEND
Special Education Needs,
London Borough of Haringey,
5th Floor, 48 Station Road,
London,
N22 7TY

5. General information

5.1 Behavioural standards

It is the responsibility of LBH to ensure that all children who are provided with travel assistance get to their place of learning safely and ready to learn. To ensure the safety of everyone on board vehicles, it is essential that passengers adhere to a number of behavioural standards whilst travelling to and from school. These standards are outlined by the 'Dos' and 'Don'ts' in Appendix D (page 44).

Where one or more of the behavioural standards are not adhered to by passengers, PTS will conduct an investigation into the alleged incident. Each incident will be investigated on a case-by-case basis, taking into consideration:

- how a **child's SEND** may have, if at all, contributed to an incident occurring;
- how the current travel arrangements may have contributed to an incident occurring;
- how any other factors contributed to an incident occurring e.g. a change in personal circumstances/ family dynamics/ medication.

The outcome of the investigation will allow LBH to put the necessary measures in place to ensure the health and safety of the individual, other passengers, PAs, and drivers. During the investigation and depending on the severity of the incident, LBH may have to temporarily withdraw travel assistance until the matter has been fully investigated, and/ or until the necessary provisions are put in place to ensure safety of everyone involved²⁴. The withdrawal may be a result of the delay in being able to provide additional resources, such as a one-to-one PA or safety equipment, and updating risk assessments. PTS will endeavour to put the necessary arrangements in place as soon as possible.

It is the aim of the PTS team to facilitate the learning of all eligible children and young people, and we will consider temporary withdrawals only when it is necessary for the health and safety of all the individuals involved.

Prior to any of the outcome of an investigation being enforced, LBH will consult with the parents and the school of the child to:

- inform them of the decision that was reached;
- explain how decision was reached;
- **explain how the decision affects their child's school travel arrangements** going forward.

Parents/ carers will be responsible for transporting their own children during any period where travel assistance has been temporarily withdrawn.

²⁴ Guidance from the Department for Education states that non-provision of transport during periods of exclusion on behavioural grounds does not mean that LBH is failing in its statutory duties.

During an investigation, PTS will examine evidence from:

- EHCPs
- other professionals, such as case/ social/ health workers
- reports and testimony from drivers, PAs, other passengers, and/ or members of the public who witnessed the incident;
- evidence submitted by parents;
- evidence submitted by schools.

For children and young people with SEND

LBH understands that children and young people with SEND may experience challenging behaviours because of their condition(s).

When LBH experiences an incident or an exhibition of challenging behaviour on the travel arrangements we provide, we will work closely with parents and schools to gather more information into their **child's specific needs and how our service can meet them**.

We may contact schools to obtain '**Behavioural, Sensory and Communication**' profiles for the child/young person, as well as asking parents for their assessment of **their child's needs in the form of a 'One Page Profile'**. An officer of the PTS team will contact the relevant party i.e. the parent or school, to provide the information where necessary. Both profiles will enable us to cater to the specific needs of the child and prevent further incidents from occurring in the future.

If a child/young person is still experiencing behavioural issues whilst using the travel assistance we provide, a risk assessment may be conducted by an officer of the PTS team to determine what other provisions may be necessary to allow safe travel of all the parties involved.

5.2 Parental/ carer responsibilities

Overall responsibility for a child/young **person's** attendance at school is that of the parent. LBH will endeavour to make travel arrangements for eligible children and young people that are suitable not only for the child/young person, but parents and schools alike. Despite this, we cannot change travel arrangements to suit a parent's work schedule. Parents are expected to make other suitable arrangements for someone else to accompany their children as necessary.

In the instances that LBH do provide travel arrangements for a child/young person, it is the responsibility of the parent(s) to ensure:

- their child **is at the 'pick up point' or ready to be collected from home at the allocated time in the morning;**

- a responsible adult is at the drop off point or home of their child at the end of the day at the allocated time;
- their child is brought to the vehicle and parents assist LBH staff with placing them on the vehicle;
- the PTS team is provided with the correct and up-to-date contact information and addresses;
- the PTS is informed, in writing, if there is a change to the 'regular' person collecting their child from the drop-off point²⁵.
- they re-apply for transport and/or notify LBH of the change in circumstances (please see the 'Applications' section 2 for more details);
- the PTS team are informed as soon as possible if their child is sick or unable to attend school for whatever reason. Contact information can be found in section 6;
- the child behaves in accordance with the 'Behavioural standards' of LBH school travel assistance policy (details in section 5.1).
- they treat all members of the school travel assistance team with courtesy. This includes but is not limited to office staff, PAs, travel buddies and/or drivers.

LBH do not deem it sufficient for parents to inform a PA, travel buddy or driver of any changes in circumstances, such as home address or contact information. We require formal correspondence to put the necessary arrangements in place.

Parents failing to meet the above consistently may result in the child's eligibility for travel assistance to be reviewed and/or suspended until suitable measures can be put in place.

Failure to attend home/ collection point

In instances where a parent is not at home or the pick-up/ drop-off point at the designated time to collect their child, the vehicle will wait three minutes from the arrival time. **If the parent doesn't arrive**, the vehicle will drop the other passengers on board the vehicle off and after this, attempt to drop-off their child again. In the interim, our office and/or the PA will attempt to contact the parent. It is therefore important that the PTS are provided with the latest contact information for parents.

If a parent or responsible adult is still not at the pick-up/drop-off point after this final attempt, the child will be taken to a point of safety, such as a police station.

The parent is responsible for collecting their child from this location and are liable for any associated costs.

²⁵ Without confirmation in writing, Haringey **WON'T** allow the child to be handed over. This is for the safety of the children.

Persistent failure of a parent to be at the pick-up/ drop-off point or home, may result in the suspension of travel arrangements for the child until there is a resolution to the issue.

5.3 Adverse Weather

LBH will endeavour to reduce the impact that adverse weather may have on the service but in the event of severe weather conditions such as snow, storms, and/ or flooding, we may:

- inform the parent **that the 'regular' service** the child is allocated to may be delayed;
- change the vehicle the child is allocated to;
- change the PAs/ drivers allocated to the vehicle;
- change the type travel arrangements in place for a child;
- cancel the travel arrangements in place for a child.

Parents will be informed as soon as possible by an officer of the PTS team when either of these occur.

We will only cancel travel arrangements when it is deemed necessary to guarantee the health and safe of the passengers, PAs and, drivers on the vehicle. If parents have been advised that travel arrangements have been cancelled for their **child's** morning journey, LBH cannot guarantee that arrangements will be in place for the afternoon journey.

Parents who have chosen to take their children to school themselves during severe weather conditions, should ensure that they have confirmed return transport arrangements for the return journey for their child before leaving them at school on that day.

5.4 Medication

Members of transport staff, such as PAs and drivers, are not permitted to carry or administer medication, or to replace medical accessories (for example, gastrostomy or tracheotomy tubes) on board vehicles. There is no statutory duty for agents of LBH to administer medication whilst on school travel assistance.

We do expect PAs and/ or drivers to promote the health and safety of all of the service users in their care.

All members of the PA team have received accredited emergency first aid training. This is refreshed within the designated timescales, or where it is deemed necessary by the PTS team. This training covers a wide range of topics, including but not exhaustive to:

- cardiopulmonary resuscitation (CPR);
- managing an emergency;

- general injuries e.g. cuts;
- dealing with instances of choking;
- identification and management of seizures;
- dealing with an unresponsive person;
- managing symptoms of shock;
- choking.

As a part of their application for transport, a parent is required to provide LBH of any information regarding the medical needs of the child. It is vital that this is done to ensure that we accommodate the needs of every eligible child accessing school travel assistance. For the safety of the passenger, failure to provide the requested information may result in a delays in provisions being put in place and/ or temporary withdrawal of travel assistance services until the required information is obtained.

What happens in the event of a medical emergency?

In the event of an emergency, the protocol is for PAs and/ or drivers to contact emergency services by calling 999. They are expected to ask for a paramedic crew to attend the location of the incident and follow any of the guidance given by the medical professionals on the call.

By parents providing us with the most recent information pertaining to their **child's** medical conditions, we are able relay the correct information to attending paramedics.

It is for parents to decide whether they wish for their child to travel on these terms.

Children/ young people with complex or acute medical needs

Some passengers have complex or acute medical needs that requires a suitably trained medical professional to accompany them for the duration of their school journey. PAs who are employed by LBH are trained in basic first aid, which they are expected to administer in the event of an emergency whilst on board the vehicle, and as such they are not expected carry out any duties relating to complex medical needs such as tracheostomies.

Where a child/young person has complex or acute medical needs that the existing PA team are not trained or qualified to deal with, LBH will fund a medically trained professional to accompany them for the duration of their school journey. Children with complex medical needs who require a medically trained professional to accompany them on the journey will not be able to travel without one.

If a child/young person already has specialist care in place to accommodate their needs, parents should let the PTS team know of these arrangements. LBH may be able to organise for these carers to accompany the child/young person on their journey, at the **council's expense, thus allowing for continuity of services for the**

child/young person. It is therefore essential that parents include any medical/ carer needs of the child, and update the PTS of any changes.

In order to determine the needs of the child/young person, we will:

- consult their EHC plan;
- use information contained within the application for travel assistance;
- risk assessments conducted by PTS officials;
- consult with the child/young person's **school about their needs**;
- correspondence with the parents.

5.5 COVID-19

Young people and parents should follow public health advice on when to self-isolate and what to do. National and local guidance is subject to change therefore current guidance at the time will apply. PTS will review the processes and procedures regarding how it deals with COVID 19 based on these guidelines and will inform parents when this changes.

Things to consider

The safety of passengers is main priority of the PTS team. However, in order to provide the necessary arrangements for the numbers of children and young people requiring school travel assistance, we have to group passengers together on communal buses. As described above ([section 5.5](#)), there are measures we are putting in place as a local authority to reduce the spread of COVID-19, but there is an inherent risk involved with these sorts of travel arrangements.

Consequently, parents may wish to make their own travel arrangements for their children, using a personal travel budget to support this (more information in [section 3.4](#)). This is the safest way for a child/young person to travel to school. In instances where a young person is already receiving travel assistance from LBH i.e. by taxi, bus, or travel training, but wish to be allocated a PTB instead, it is down to the discretion of the council to determine whether the individual will be allocated a PTB, **based on the best use of LBH's resources.**

We do acknowledge that this is not possible for all parents, and in this case, LBH will arrange for travel assistance for those who are eligible. We will endeavour to reduce the risk of COVID-19 to children as much as possible but cannot guarantee their safety in this regard. It is for parents to decide whether they wish for their child/young person to travel on these terms.

6. Contact Information

Passenger Transport Service (PTS)
London Borough of Haringey,
5th Floor, 48 Station Road,
London,
N22 7TY

Email: school.transport@haringey.gov.uk

Contact number: 0208 489 5629

Please note that general enquiries should try to avoid calling at peak times such as 07.00am-09.00am and 2.30pm-4.00pm. If a query is urgent, the PTS team will endeavour to respond as soon as possible.

7. Links

Haringey local offer for young people with SEND 0-25

<https://www.haringey.gov.uk/children-and-families/local-offer/5-15-year-olds/school-transport>

Haringey application page

https://eforms.secure.haringey.gov.uk/ufs/TRANSPORT_AND_TRAVEL.eb?ebd=0&ebp=10&ebz=1_1636535537036

D of E guidance on home to school travel assistance for children

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/575323/Home_to_school_travel_and_transport_guidance.pdf

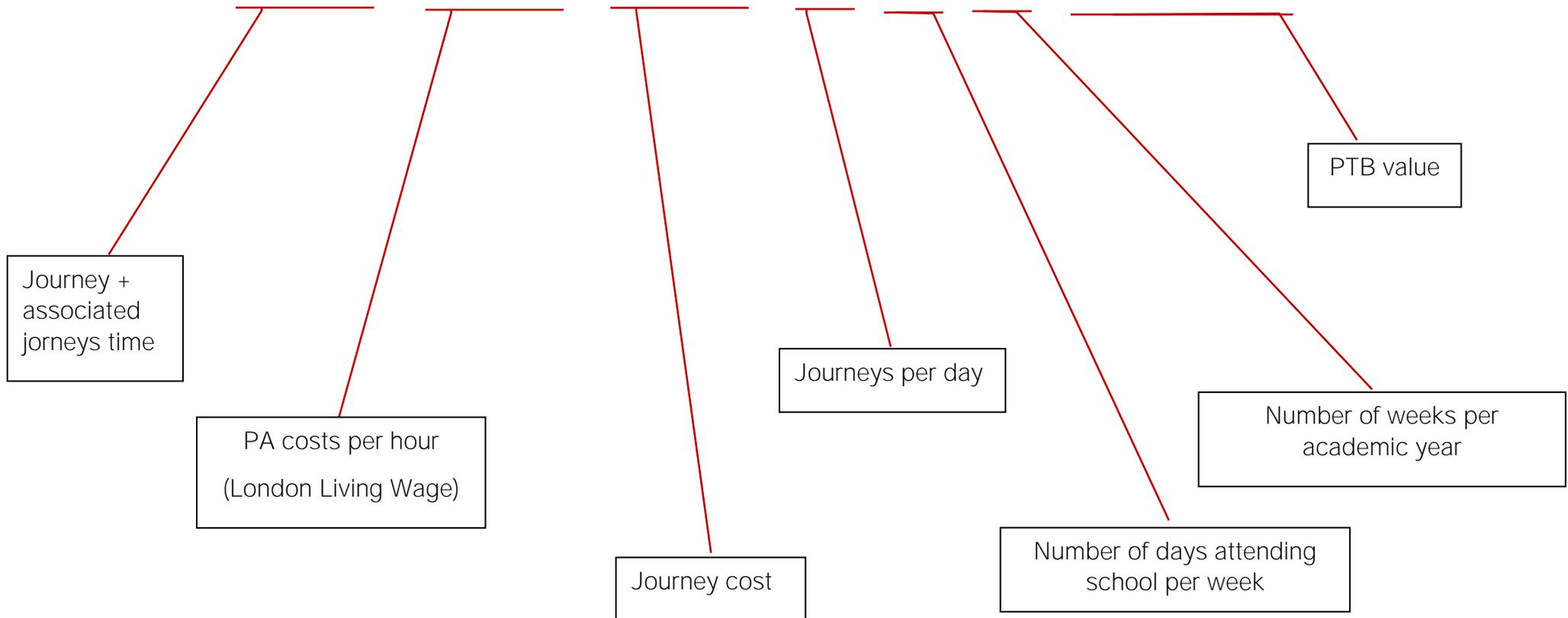
Care act guidance

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

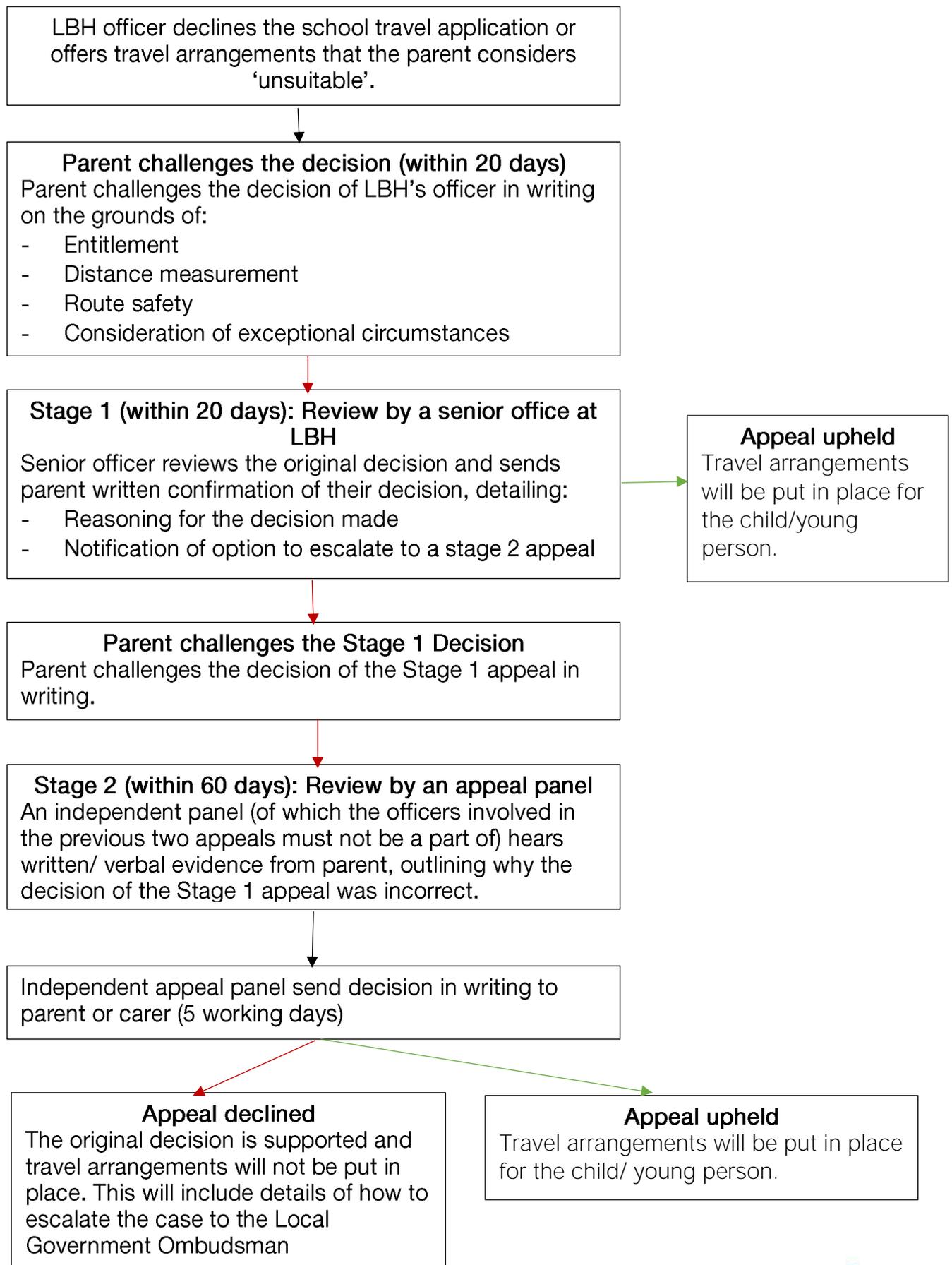
8.1 Appendix A

Scenario: the duration of a child's journey to school is 30 minutes. They travel with a PA and use the train to get to school (which costs £1.50 for the child and £3 for the PA per journey). The young person attends school 4 days per week, 39 weeks per year.

$$(0.5\text{hrs} \times \text{£}11.05 + \text{£}4.50) \times 2 \times 4 \times 39 = \text{£}3,127.80$$



8.3 Appendix C



8.4 Appendix D

Below is a list of behavioural standards that passengers must adhere to whilst travelling on LBH transport:

Dos

Service users must:

- remain in their seat at all times;
- wear their seat belts at all times;
- follow the instructions of the PA and/or driver (where applicable).

Dont's

We ask that service users do not:

- be verbally abusive to drivers, PAs, other passengers or any other member of the public whilst in or around the vehicle;
- behave in a way that may create danger to themselves or other passengers;
- cause damage to the vehicle itself;
- abscond from the vehicle;
- eat or drink on the vehicle, unless there are exceptional circumstances²⁶
- use mobile devices to take pictures or video recordings whilst in or around the vehicle²⁷;
- exhibit behaviour of a sexual nature;
- spit at or fight with other service users.

²⁶ This is for health and safety reasons. We must be informed by a parent or carer of any reasons why a service user needs to eat on the vehicle. This may include medical or religious reasons.

²⁷ This is for the safeguarding of other passengers.