

**The Royal Borough of Greenwich
Home to School Travel Assistance
Policy 2024 - 2025**



Introduction

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

Appendices:

Appendix 1 – Contact details

Appendix 2 – Eligibility Flow Chart

Appendix 3 –Royal Greenwich Post 16 transport policy statement

Appendix 4 - Useful addresses and contacts for 16-19 bursary grants

THE ROYAL BOROUGH OF GREENWICH (ROYAL GREENWICH)HOME TO SCHOOL TRAVEL ASSISTANCE POLICY

Introduction

The Royal Borough of Greenwich (“Royal Greenwich”) is committed to ensuring that every child/young person, and family in Greenwich has the opportunity to lead independent, healthy lives, to feel safe and secure, to achieve their full potential and to access travel and transport to school which promotes this as well as maximises benefits to the environment.

This document sets out the policy of Royal Greenwich in relation to the provision of school transport and travel assistance for child/young person of compulsory school age, and for those between the ages of 18 and 25 who have an Education, Health and Care (EHC) Plan. It includes how young people over the age of 16 are supported to continue to access education and meets the statutory requirements of a Post 16 Transport Policy statement September 2024

This document also explains how parents, carers and (where appropriate) young people may apply for assistance with travel and transport, how decisions are made and how parents/carers, young people may appeal against decisions that they are unhappy with. This policy has been developed with full regard to the Department for Education’s Statutory Guidance on home to school travel and transport 2014, and to the Education Act 1996. Royal Greenwich has full regard to the Equality Act 2010 when considering any application.

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

This policy refers to “travel assistance” rather than free school transport because in practice the form of assistance or transport provided will vary, as explained further below. If Royal Greenwich agrees to provide travel assistance, it will be provided in a safe manner taking account of the children or young person’s specific needs and with regard to the best use of the Council’s resources. It is important to note that the 2006 Act refers to travel rather than transport. Therefore, travel assistance can consist of a range of options depending on the needs of the child/young person.

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

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

1. Children and young people covered by this policy

1.1.1 This policy applies to all child/young person and young people who are:

Resident in Royal Greenwich or Looked After by Royal Greenwich, but not necessarily living in Greenwich; and are

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

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

1.1.3 Where a child/young person has moved, even temporarily, to another Local Authority, the Local Authority to which the child/young person have been moved and subsequently maintain their EHC Plan will be responsible for any travel assistance considered necessary, even if the child/young person remains in a Royal Greenwich School.

2. Schools covered by this policy

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

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

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

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

1.2.5 In Royal Greenwich, walking distance is calculated using Google maps.

3. Parental responsibility

I.3.1 Parents/carers are responsible for ensuring their child/young person attends school. This may include making or assisting with travel arrangements to and from school and/or accompanying their child/young person unless there are exceptional circumstances to prevent this.

I.3.2 All applications are assessed on a case by case basis and the Council will exercise its discretion when considering the individual circumstances in each case

I.3.3 Where assistance is being provided by Royal Greenwich for a child/young person to be collected from a collection point, or from their home, parents and/or carers must ensure that their child/young person is ready at the agreed point by the allocated time in the mornings and must be ready to receive their child/young person at the end of the day. Where a parent/carer does not ensure that their child/young person is ready in the morning for collection or where the parent is not present in the evening to ensure their child/young person's safe collection, consideration will be given to withdrawing the offer of assistance with transport. In this case, if the child/young person remains eligible, parents will be offered alternative assistance.

4. Eligibility Criteria (see Appendix 2 for flowchart)

Royal Greenwich will make such travel arrangements as it considers necessary to facilitate attendance at school for child/young person determined eligible following receipt of a travel application.

For the purposes of section 508B (travel arrangements for eligible child/young person), Schedule 35B of the Education Act 1996 defines a child/young person as “eligible for free travel assistance if the following apply:

- attend or have secured a place at the nearest suitable qualifying school, and
- live further than the statutory walking distance where no suitable arrangements have been made. This is more than 2 miles for child/young person under the age of 8, and more than 3 miles for child/young person aged 8 and above.
- are from a low-income family.
- the nature of the route from home to school is deemed unsafe to walk.
- cannot reasonably be expected to walk to school because of their special education needs or disabilities or a mobility problem.

4.1 Travel assistance for children and young people of compulsory school age (5-16)

Child/young person who attend their nearest qualifying school and the distance between their home address and school is over the statutory walking distance are in principle entitled to travel assistance. This is measured by Google Maps, the route that a child/young person might reasonably be expected to walk

to school accompanied where necessary by their parent or carer and is:

- 2 miles for child/young person under 8 years of age
- 3 miles for child/young person or young people aged 8 or over

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

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

Consideration will be given to the following:

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

Royal Greenwich will also consider:

- *The educational needs of the child/young person.*
- *The complexity of the home to school journey.*
- *The use of public transport whenever possible and appropriate.*
- *Promoting independent travel and travel training.*
- *Promoting a healthy approach to travel assistance as far as possible by encouraging the child/young person to walk to school.*
- *The most efficient use of resources.*

4.2 Travel assistance for children and young people of pre-school age

Child/young person of pre-school age will not be offered travel assistance by Royal Greenwich other than in exceptional circumstances. Examples of exceptional circumstances could be:

- where a child/young person has special educational needs and has been provided with a specialist provision by Royal Greenwich,
- where either the parent/carers or child/young person has a disability or
 - where there is intervention by Royal Greenwich on the grounds of safeguarding or social care.

4.3 Travel assistance for low-income families

Travel assistance may be provided where one or both parents are in receipt of a qualifying benefit and as a result are deemed to be a "Low income family". In this case parents or carers will need to provide evidence

that they are in receipt of one of the following support payments:

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

Note – some of the above benefits are being replaced by Universal Credit. This includes Income Support, Income related Job Seekers Allowance, Income related Employment Support Allowance, Housing benefit, Working Tax credit, child/young person tax Credit. This does not change the way eligibility for extended rights to free travel to school is determined. Receipt of universal credit will not make a family eligible for travel assistance. However, no child will cease to be eligible for extended rights because of the roll out of Universal Credit. Parents who claim maximum Working Tax Credit will have an earned income of no more than £7,400. This means their children will become eligible for free school meals (if they are not already) when they (the parent) are transferred to Universal Credit.

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

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

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

4.4 Travel assistance for children and young people with Special Educational Needs and/or Disability (SEND) or mobility problems of compulsory school age (5-16)

Royal Greenwich has a duty to make particular travel arrangements for child/young person who cannot reasonably be expected to walk to school because of their mobility problems or because of associated health and safety issues related to their special educational needs (SEN) or disability, in order to facilitate their attendance at an appropriate education provision. The criteria for an "eligible" child/young person in this category is set out in the Education Act 1996 Schedule 35B:

- of compulsory school age and is any of the following:
- a child/young person with special educational needs; a disabled child/young person; a child/young person with mobility problems,
- is registered at a qualifying school within walking distance from home,

- ~~no suitable arrangements have been made by the local authority enabling them to attend a~~

qualifying school nearer to home, and

- having regard to whichever of the following are relevant – the safety of the route, special educational needs, disability or mobility problem they cannot reasonably be expected to walk to school by reason of their SEN, disability or mobility problem

4.4.1 Royal Greenwich will assess the eligibility for such child/young person on an individual basis to identify their particular transport requirements.

4.4.2 The statutory minimum walking distances should not apply when assessing the transport needs of a child/young person who cannot reasonably be expected to walk to school because of their mobility problems or because of associated health and safety issues related to their special educational needs or disability; and defined as eligible: (Education Act 1996: Section 508B and schedule 35B.2)

4.4.3 When determining whether a child/young person with special educational needs, disability or mobility problems eligibility cannot reasonably be expected to walk to school, Royal Greenwich will need to consider whether the child/young person's parents can reasonably be expected to accompany their child/young person on the journey to school taking into account a range of factors including the child/young person's age and whether one would normally expect a child/young person of that age to be accompanied. The general expectation is that a child/young person will be accompanied by a parent where necessary, unless there is a good reason why it is not reasonable to expect the parent to do so. (Home to school travel and transport statutory guidance 2014 para 17,18&19)

4.4.4 The majority of Royal Greenwich child/young person and young people with SEND do not receive travel assistance from Royal Greenwich and is parental responsibility to ensure their child/young person are able to complete their journey to school.

4.4.5 Wherever possible, Royal Greenwich expects parents/carers of child/young person with an Education Health and Care (EHC) Plan to make arrangements for their child/young person to attend school in the same way as for parents/carers of child/young person without a plan, as this is an important factor in developing the child/young person's 'independence, social and life skills.

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

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

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

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

4.6.1 The Local Authority has a duty to publish an annual Post 16 Travel Policy statement and this is in Appendix 3 of this document. This sets out the requirements for post 16 travel assistance in full.

4.6.1.1 The council has a duty to specify the arrangements in place for assisted travel to facilitate the

attendance of young adults of sixth form age receiving education or training at a place of learning.

This Section and 4.7 describes what the arrangements are.

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

4.6.3 A young person between the ages of 16 and 18, without an EHC plan is eligible for travel assistance if they meet the general distance criteria (set out in section 4.1) and

- Their study programme is at foundation learning level, level 1, 2 or 3 (their study programme should normally be at a higher level than their previous achievements)
- their study programme is full-time – equivalent to a minimum of 18 hours a week; (their study programme does not have to last a full academic year)
- their learning provider is the nearest provider that can meet the **majority** of their needs - Travel Assistance will not be agreed on the basis of one subject being unavailable at the nearest learning provider, unless there are exceptional circumstances

4.6.4 Before Royal Greenwich will consider any application for travel assistance, a young person must demonstrate they have explored and exhausted all available sources of support as set out in **the Post 16 Travel Policy Statement**

4.6.5 A young person will **not** be eligible for travel assistance if:

- Their study programme is at Level 4 or higher, including a foundation degree;
- They are employed and starting or continuing an apprenticeship. (Apprentices aged 16-18 can apply for a 16+ Oyster photo card)
- Their chosen study programme takes place at a privately -funded organisation

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

4.6.7 **The Post 16 Travel Policy Statement in Appendix 2 sets out types of support**

4.7 Travel assistance for young people who are between the ages of 16 and 25 and have an EHC Plan or SEND (these arrangements are also set out in the Post 16 Transport Policy Statement in Appendix 3)

4.7.1 All young people aged 16+ with an EHC plan or SEND (whether or not they are moving schools to places of learning), who were given travel assistance until the end of their school studies, will need to reapply to have their travel needs re-assessed by the end of year 11.

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

4.7.3 In most cases, young people are expected to progress towards more independent travel and it is expected that the previous education or training provider will have started to prepare young people with independent travel skills, and that parents and carers of young people will continue to practice independent travel throughout the summer holiday prior to starting any study programme.

Royal Greenwich does recognise, however, that independent travel including free use of public transport is not always a possibility for students with severe and complex learning disabilities, and additional assistance

with transport may be required.

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

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

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

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

5. Preference for a particular school

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

5.2 Similarly, if a parent applies for travel assistance for a child/young person with special educational needs as a result of the family moving house and wants their child/young person to remain in a particular school, it is unlikely that travel assistance will be provided. There is no obligation to provide travel assistance to the more distant school, but it may be offered where there are exceptional circumstances.

It can reasonably be expected that the family will work with Royal Greenwich and the relevant schools to secure a place in a school nearer to the family home.

An example of exceptional circumstance would be where the child/young person is in their final year of primary or secondary school and will need to move school again within a short time period.

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

6. When and how assistance will be provided

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

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

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

6.1.4 In the case of boarding schools, travel assistance will only be provided at the beginning and end of the

week/half term/term and in cases of a family emergency, to be determined at Royal Greenwich's discretion. Other journeys may be agreed through social care arrangements only.

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

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

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

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

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

6.1.9 The type of travel assistance offered will be reviewed regularly and may change as the needs of the child/young person change.

6.1.10 Priority will always be given to travel assistance that helps to develop travel independence skills to enable children and young people to lead independent lives as they grow older.

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

- **Freedom pass:** To enable the child/young person to travel to school accompanied as necessary using London underground services.
- **Travel pass:** To enable the child/young person to travel to school accompanied, if necessary, by an adult via public transport solutions other than the free London bus scheme or the London Underground.
- **Independent travel training:** Independent travel training, focused on the needs and capabilities of a young person, can increase independence by developing personal, social and life skills. By working closely with parents/carers, the child/young person and the school, travel training will contribute to greater independence for the child/young person and thus will always be given priority as an option when considering suitable solutions.
- **Collection points** – these will be safe points where a group of children/young people can be picked up at the same time. Children and young people will be picked up and dropped off at a safe and convenient location, within a reasonable distance from their home. Parents will be expected to take their child/young person to the agreed point and collect them from there at the end of the

day.

- **Personal Travel Assistance Budget**

A personal travel assistance budget (PTAB) is a sum of money provided to parents of children who are assessed as eligible for travel assistance. A PTAB allows parents to arrange personalised, flexible travel arrangements that suit the needs of their child and family.

The sum provided is based on the safe walking distance between home and school and the number of days per week a child or young person is scheduled to attend school or college. The amounts shown in table 1 are based on the child or young person attending school or college 5 days per week.

Table 1

Banding	Distance from school	Amount
Band 1	<5 miles	£2,000/year
Band 2	5-10 miles	£4,000/year
Band 3	>10 miles	£6,000/year

The amount shown will be adjusted pro rata for children and young people who attend school or college less than 5 days per week. E.g. If you are in band 1, but your child or young person attends school or college 3 days per week, you would receive £1200 per year.

PTABs are paid in half-termly instalments, reserving the last period to make any corrections to the amount paid. Payments will be made in advance at the beginning of each half term.

The parent can use a PTAB in any way they wish or deem necessary to ensure their child/young person attends school regularly and arrives and leaves on time. Parents will not need to provide any evidence for how the money is spent.

Receiving a PTAB is dependent on the child or young person maintaining an acceptable level of attendance at school. If attendance falls, Royal Greenwich will contact the parent and review whether a PTAB is still the best mode of travel assistance for the child or young person. As a result of the review, the travel assistance offered may change to a more suitable mode, or PTABs may be reduced or withdrawn, depending on consultation with the school and family. Exceptions will be made for pre-agreed or emergency absences.

PTABs will not affect any of the other benefits the family already receives.

Parents can indicate if they are interested in PTABs when completing their travel assistance application. PTABs will also be considered as part of each annual review

- **Pupil Support Escorts:** It may be possible for a child/young person to walk or to travel on public transport if they have some assistance and where it is deemed impossible for the child/young person's parent/carer to accompany their child/young person. The Council may provide a pupil support assistant to accompany the child/young person and help build a level of independence over time.
- **Home pick up:** A home pick up and drop off will only be made where it is deemed essential due to the child/young person's significant needs.

- **Transport vehicles:** Where assessed as essential, Royal Greenwich may provide a vehicle to transport a child/young person to and from home and school. Where transport vehicles are provided, these will be vehicles and drivers provided by a suitably qualified, registered, commercial provider working to contractual standards set by the Council.

Whenever possible, children and young people will travel together in buses. These will be specially adapted to meet the needs of those travelling on them. Each route will be planned on the basis of school start and finish times and the shortest possible route for all child/young person and young people travelling on a particular vehicle.

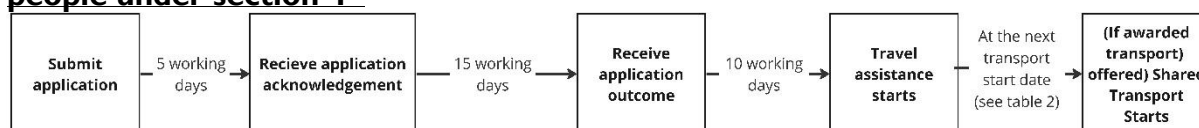
- **Taxis and private hire vehicles** - Under very exceptional circumstances Royal Greenwich may transport a child/young person in separate taxis or private hire vehicles based on the assessed needs of the child/young person. This may be a result of specific health needs.
- They may also be arranged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

6.2 Provision of Passenger Assistants

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

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

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



7.1 Timeline

7.1.1 Applications for the start of the school year

7.1.1.1 Parents must reapply for travel assistance for the start of the school year when their child or young person is transitioning from:

- primary to secondary school (Year 6 – Year 7)
- secondary to post-16 (Year 11 – Year 12)
- and transition to adulthood (Year 14 – Year 15)

This is required whether or not the child/young person has had travel assistance in the previous school.

7.1.1.2 Parents of new starters in the borough must also submit a travel application in order to be considered for travel assistance.

7.1.1.3 The deadlines for travel applications for transition years are as follows:

- Primary and secondary transfers: End of Fourth week in March
- Yr11 leavers: End of Fourth week in April

7.1.1.4 The deadline for all other travel applications for academic year 2025/26 is Friday 4th July 2025.

7.1.1.5 Any travel applications received between 5th July and the start of the school year will not be considered for shared transport start in September. All applications will be processed within 20 working days. Successful applications will be awarded a PTAB until the next point at which shared transport can start (see table 2). The PTAB will begin within 10 working days of receiving the outcome of the application. Parents will have to make their own arrangements to get their child or young person to and from school in the meantime.

7.1.2 Applications or changes during the school year

7.1.2.1 Parents must reapply for travel assistance during the school year if the circumstances of the child or young person change, for example, change of home address or school. Parents should allow up to 30 working days from the date of submission for the application to be processed and any assistance provided to start or resume.

7.1.2.2 If a child or young person is awarded shared transport or a taxi, it may take longer than 30 working days for shared transport to start, or resume. This is to ensure transport can be scheduled and planned appropriately. We cannot guarantee that shared transport will be in place for the start of the following term unless the application is submitted prior to the relevant deadline set out below.

Table 2

Submission deadline	Start of shared transport place
7 th July	1 st day of term 1 (after the summer holiday)
15 th September	1 st day of term 2 (after the October half term)
3 rd November	1 st day of term 3 (after the Christmas holiday)
22 nd December	1 st day of term 4 (after the February half term)
16 th February	1 st day of term 5 (after the Easter holiday)
5 th April	1 st day of term 6 (after the May half term)

7.1.2.3 Travel assistance will be provided in the form of a PTAB from the date at which the application is awarded until the date at which transport can start.

7.1.2.4 All applications will be judged on a case-by-case basis and shared transport may start earlier than stated in the case of exceptional circumstances.

The application process is dealt with in three stages;

7.2 Stage 1: Application

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

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

7.2.2. Applications should:

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

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

7.3 Stage 2: Assessment

7.3.1 This stage will include the evaluation of the information available including the application form, EHC plan, and any other written evidence provided, and family circumstances (where appropriate). This may include a home visit, consultation with the child/young person's school/caseworkers and any other relevant specialists.

7.3.2. This stage will normally be completed within 15 working days following receipt of the application depending on the complexity of the circumstances. It is possible at this stage that the application may be declined.

7.4 Making the decision

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

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

been a change of care arrangements.

- Parental disability

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

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

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

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

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

7.4.6 If travel assistance is agreed, the parent/carer should allow up to ten working days, from the outcome of the letter, for the provision to be put in place. Where shared transport is awarded, it may take more than ten working days for transport to start. A PTAB will be awarded within ten working days of the outcome of the letter, until the next point at which shared transport can start (see table 2), except in exceptional circumstances.

7.5 Reviews

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

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

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

7.5.4 In some cases, the review may result in a withdrawal of assistance or a change in the type of assistance provided. Whenever possible, the travel assistance team will look toward progressing the child/young person towards more independent travel.

7.5.5 Eligibility for travel assistance will also be re-assessed when there is a significant change in circumstances, such as a change of home address or a change in the child/young person's needs.

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

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

8. Appealing a decision

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

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

8.1 SEN Appeals

Appeals against a decision made not to offer a child with EHC Plan travel assistance, must be sent to:
The Head of SEND Assessment and Review Service, Royal Borough of Greenwich,
The Woolwich Centre,
35 Wellington Street,
London,
SE18 6HQ

Or by email to: SEND.Travelassistance@royalgreenwich.gov.uk

Appeals must be submitted within 28 days of receiving the decision not to provide travel assistance.

8.2 Other appeals

Appeals other than for children with SEN must be sent to:
The Head of Admissions, Royal Borough of Greenwich,
The Woolwich Centre,
35 Wellington Street,
London,
SE18 6HQ

Or by e-mail to: School-admissions@royalgreenwich.gov.uk

Appeals must be submitted within 28 days of receiving the decision not to provide travel assistance.

8.3 Stage 1

- 8.3.1 Appeals submitted for children with EHC Plan will be considered by the Head of SEN. Appeals other than for children with SEN/EHC Plan will be considered by the Head of School Admissions or an officer more senior than the officer who made the original decision.
- 8.3.2 The letter of appeal must provide the reasons for challenging Royal Greenwich's refusal of assistance or changes to proposed arrangements and include any fresh documentary evidence.
- 8.3.3 Your application will be reviewed and the evidence will be considered. A Stage 1 letter setting out the officer's consideration of your appeal will be sent to you within 28 days of receipt of your appeal application acknowledgement letter. The original decision may be upheld, overturned or alternative solutions may be identified. If the application is not approved, the person who is appealing will be informed of this and will be informed of the next and final stage of the appeal process.

8.4 Stage 2 – Final appeal

- 8.4.1 Final appeals for children with SEN/EHC Plan will be considered by an independent panel while that of children without EHC Plan will be considered by a chief officer in Children's Services.
- 8.4.2 Final appeals must be submitted in writing within **20 working days** of the date of the Stage 1 decision. The letter of appeal must provide the reasons for challenging the stage 1 decision and may include any fresh documentary evidence available.
- 8.4.3 Within 40 working days of receipt of the parent/carer stage 2 appeal, an independent appeal panel or a chief officer in Children's Services (whichever applies subject to 8.4.1 above) will consider written and verbal representations from both the parent/carer and officers involved in the case
- 8.4.4 The parent will be informed of the decision in writing within 5 working days of the stage 2 appeal hearing for children with SEN/EHC Plan. This decision is final.
- 8.4.5 If the parent/carer is unhappy with the decision reached they have a further right of appeal to the Local Government Ombudsman if it is considered that Royal Greenwich has failed to comply with procedural rules or there were any irregularities in the way the appeal was handled.

The Local Government Ombudsman's contact details are:

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

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

- 8.5 During the appeals process no new travel assistance will be provided or in the case of existing arrangements, no change will be implemented.
- 8.6 Parents/carers will be responsible for ensuring that their child/young person attends school until the outcome of the appeal is determined.
- 8.7 Typically, matters such as whether a child is eligible for free travel, or whether the travel arranged is suitable for the child's needs will be handled as appeals.

9. Ceasing of support

9.1 This may happen when:

- it is proven that assistance was obtained on the basis of fraudulent or misleading information – in this case it will cease with immediate effect
- Where the child/young person's individual circumstances have changed, which results in either the child/young person no longer being eligible for support or being assessed as not requiring such support, - in this case the parent/carer will be given a week's notice before support is ceased. However, there may be some flexibility in the period of notice given, dependent on the individual circumstances of each case.
- On the written request of the parent who, if necessary has made alternative arrangements for their child/young person's travel to school.
- Child/young person behaviour is such that a decision has been taken to exclude them from transport. In this case – if the child/young person remains eligible, parents will be offered

alternative assistance. All such decisions to withdraw transport will be made on a case-by-case basis, remaining mindful of Royal Greenwich's duty under the Equalities Act to children and youngpeople with disabilities.

9.2 Royal Greenwich expects child/young person to behave appropriately on transport and must ensure health and safety of all passengers and staff is maintained. Any behavioural issues whilst on transport will be dealt with by Royal Greenwich in conjunction with the child/young person's school. In extreme cases, transport will be suspended whilst an investigation is undertaken. In such circumstances, it will remain the responsibility of the parent/carer to ensure the child/young person or young person attends school in the interim period. The standards of behaviour expected are set out in the Parent & Carer's Guide to Home to School Transport.

10. Feedback about the service

How to feed back about service provided by Royal Greenwich

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

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

should be addressed to

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

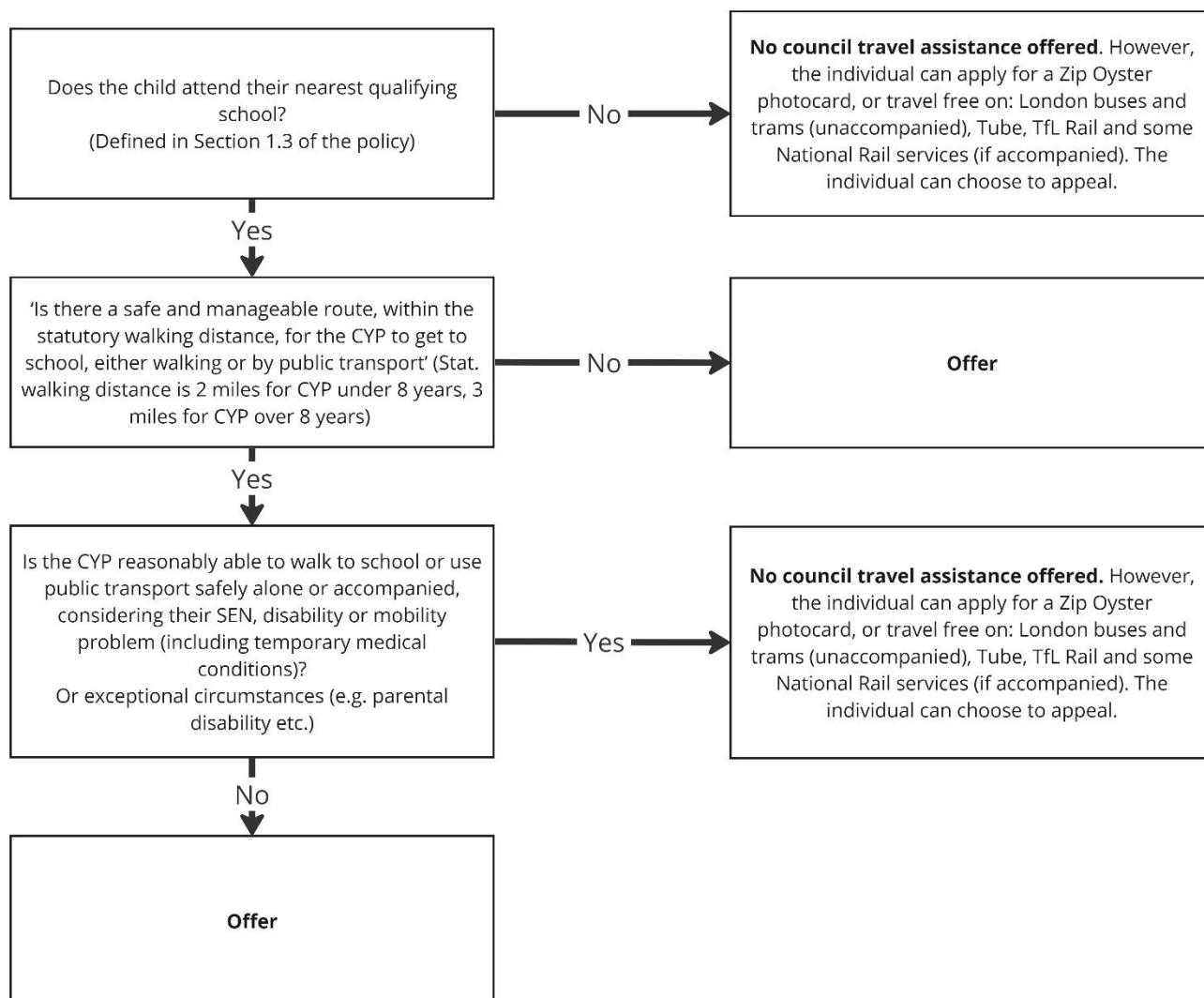
How to Feedback about the transport provider

If you have a concern or complaint about your child or young person's transport, such as late pick-ups or drop-offs, or your child or young person does not need transport on a given day, please contact GS Plus on:

Tel : 020 8921 8652
Email: Sen-transport@gsplus.org

Appendix I

Determining eligibility for travel assistance



Appendix 2

CONTACT DETAILS:

Travel Assistance applications or queries

To apply, or re-apply for travel assistance, you must complete an application form. You can get an application form from:

- The Royal Greenwich website and Local Offer: www.Greenwich.gov.uk/Localoffer
- The RBG Travel Assistance team:
 - Email: SEND.TravelAssistance@royalgreenwich.gov.uk
 - Tel: 020 8921 3082

Application forms can be submitted in the following ways:

- Online via the Royal Greenwich website and Local Offer. www.Greenwich.gov.uk/Localoffer
- By email to SENDTravel.assistance@royalgreenwich.gov.uk
- By post to:
SEND Travel Assistance team
1st Floor
The Woolwich Centre
35 Wellington Street,
London
SE18 6HQ

If you have any questions regarding applications, please contact the RBG Travel Assistance Team on:

Email: SENDTravel.assistance@royalgreenwich.gov.uk

Tel: 020 8921 3082

Special Educational Needs Advice, Information and Support Service

(SENDIASS)

SENDIASS
1st Floor,
The Woolwich Centre,
35 Wellington Street,
Woolwich,
SE18 6HQ

Sendiass@royalgreenwich.gov.uk

Tel: 020 8921 8402

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

Appendix 3

ROYAL GREENWICH'S POST 16 TRANSPORT POLICY STATEMENT

Transport policy statement for young people aged 16-18 in further education, continuing learners aged 19 and those young people aged 19-24 (inclusive) with learning difficulties and/or disabilities.

This policy should be read alongside the Royal Borough of Greenwich Home to School Travel Assistance Policy

Introduction

Local Authorities do not have to provide free or subsidised post 16 travel assistance but do have a duty to prepare and publish an annual transport policy statement specifying the arrangements for the provision of transport or other assistance that the authority considers is necessary to facilitate the attendance of all persons of sixth form age receiving education or training.

All young people carrying on their education post 16 must reapply for travel assistance.

'Sixth form age' refers to those young people who are over 16 years of age but under 19 or continuing learners who started their programme of learning before their 19th birthday (years 12, 13, and 14)

Local Authorities also have a duty to encourage, enable and assist young people with learning difficulties and/or disabilities to participate in education and training, up to the age of 25.

This policy uses the term 'Post 16' to include both learners of sixth form age and those with learning difficulties/disabilities up to the age of 25.

This policy specifies the assistance that Royal Borough of Greenwich considers necessary to facilitate the attendance of Post 16 learners receiving education or training.

The policy is based on the Post-16 transport and travel assistance to education and training – statutory guidance for local authorities December 2018.

Education or training refers to learning or training at a school, further education institution, a council maintained or assisted institution providing higher or further education, an establishment funded directly by the Education Skills Funding Agency, learning providers delivering accredited programmes of learning which lead to positive outcomes and are funded by the council, for example, colleges, charities and private learning providers.

The policy statement applies to all students participating in the scheme and supersedes all previous transport arrangements and entitlements. Funding for travel assistance is subject to annual budgets and financial affordability. The Transport Policy Statement will be reviewed annually. This version covers the academic year from 1 September 2024 to 31 August 2025

1 Principles

- In line with the Raising of the Participation Age (RPA), the Royal Borough of Greenwich (“Royal Greenwich”) is committed to ensuring that young people aged 16 to 18 are encouraged and supported to continue with their education and training where this is appropriate and suitable to their needs. This will enable young people to acquire the knowledge, skills and experience necessary for their personal development and progression into future employment or Higher Education.
- For the majority of students, post-16 transport needs will be met by the provision of free travel through the Transport for London (TfL) Oyster card scheme and/or the applications to the 16-19 Bursary Fund.
- Where these schemes are insufficient to subsidise the transport costs incurred to attend post-16 education the Royal Borough of Greenwich may provide travel assistance.
- Royal Greenwich reserves the right to apply charges to or request contribution from parents for travel assistance for young people over the age of 16.

2 Eligibility

2.1 Eligibility – you may be eligible if

- a) you are a resident of the Royal Borough of Greenwich – young people who are looked after by Royal Greenwich but live in another area should look at the policy of the area they are living in
- b) you are aged 16-18 but under 19 at the start of the academic year – or are between the ages of 19 and 25 and have an Education, Health and Care Plan (EHCP) or SEND.

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

2.3 Travel assistance for young people over the age of 16 with or without SEND (these arrangements are also set out in sections 4.6 & 4.7 of the Royal Borough of Greenwich Home to School Travel Assistance Policy)

2.3.1 A young person between the ages of 16 and 18, **without an EHC plan** may be eligible for travel assistance if they meet the general distance criteria (set out in 4.1 of the Royal Borough of Greenwich Home to School Travel Assistance Policy) and

- Their study programme is at foundation learning level, level 1, 2 or 3 (their study programme should normally be at a higher level than their previous achievements)
- their study programme is full-time – equivalent to a minimum of 18 hours a week; (their study programme does not have to last a full academic year)
- their learning provider is the nearest provider that can meet the **majority** of their needs - Travel Assistance will not be agreed on the basis of one subject being unavailable at the nearest learning provider, unless there are exceptional circumstances

2.3.2 However, Before Royal Greenwich will consider any application for travel assistance, a young person must demonstrate they have explored and exhausted all available sources of support as set out in section 3 below.

2.3.3 A young person will **not** be eligible for travel assistance if:

- Their study programme is at Level 4 or higher, including a foundation degree;

- They are employed and starting or continuing an apprenticeship (Apprentices aged 16-18 can apply for a 16+ Oyster photo card)
- their chosen study programme takes place at a privately -funded organisation

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

2.3.5 Where young people meet the eligibility criteria identified here, the Royal Borough of Greenwich will fund 50% of the cost for the most economical mode of transport. The distance calculations and most economical forms of transport will be determined by the RBG using the transport direct website www.transportdirect.info and the Transport for London Website www.tfl.gov.uk.

2.3.6 Any transport assistance agreed by the Royal Borough of Greenwich will be paid on a termly basis. The continuation of assistance is subject to satisfactory attendance for the previous term (as confirmed by the education provider).

2.3.7 Students who apply for travel assistance before the start of the academic year in which they reach the age of 19 will remain eligible for the full academic year, subject to remaining on the course.

2.3.8 The academic year is 1st September to 31st August.

2.3.9 Travel assistance will cease on the 1st September immediately after a student attains their 19th birthday except where a case is made to disregard the age criteria on the basis of Special Educational Needs or Disability.

Section 6 sets out more information about different types of assistance for this group

2.4 Travel assistance for young people between the age of 16 and 25 and have an EHC Plan or SEND

2.4.1 In most cases, young people are expected to progress towards more independent travel and it is expected that the previous education or training provider will have started to prepare young people with independent travel skills, and that parents and carers of young people will continue to practice independent travel throughout the summer holiday prior to starting any study programme.

2.4.2 Royal Greenwich does recognise, however, that independent travel including free use of public transport is not always a possibility for students with severe and complex learning disabilities, and additional assistance with transport may be required.

2.4.3 All young people aged 16+ with an EHC plan or SEND (whether or not they are moving schools to places of learning), who were given travel assistance until the end of their school studies, will need to reapply to have their travel needs re-assessed by the end of year 11.

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

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

2.4.6 When deciding whether a place of learning was chosen on reasonable grounds, the council will look at whether it made sense for the young person to choose somewhere that was not closest to home. These discussions should take place as part of transition reviews and well in advance of final decision.

2.4.7 Existing sources of support must be identified at the point of application, including but not limited to any mobility allowance, direct payments, awards available under the 16-19 bursary fund, and will be taken into account when making a decision whether to provide, and about the level and type of travel assistance that may be provided. (See section 7)

3. When and how assistance will be provided

3.1 If travel assistance is agreed, the type of provision will be in line with those in the Royal Borough of Greenwich Home to School Travel Assistance Policy in **section 6**.

3.2 Priority will always be given to methods of assistance that enable child/young person to develop skills to live independent lives.

3.3 These options include –

- Freedom pass
- Collection points
- Independent travel training
- Personal Travel Assistance Budgets (PTABs)

3.4 In some cases, based on an assessment of need, young people may be provided with transport in a shared vehicle – either a taxi or bus.

3.5 Transport will only be provided at the beginning and end of the school/college day.

3.6 Royal Greenwich continues to look for new and innovative ways of providing travel assistance to support independent living and will be piloting an Independent Travel training scheme during his academic year.

4. The application, assessment and review process

This process is set out in section 7 of the Royal Borough of Greenwich Home to School Travel Assistance Policy.

The deadline for travel applications for young people transitioning from year 11 into year 12 will be the end of the second week of April

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

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

This will not affect anyone whose circumstances change at any time after the cut-off date, eg where an EHC plan is finalised and the Local Authority places the child/young person in different school, or where the

family moves home.

To apply, or re-apply for travel assistance, you must complete an application form. You can get an application form from:

- The Royal Greenwich website and Local Offer: www.Greenwich.gov.uk/Localoffer
- The RBG Travel Assistance team:
 - Email: SEND.TravelAssistance@royalgreenwich.gov.uk
 - Tel: 020 8921 3082

Application forms can be submitted in the following ways:

- Online via the Royal Greenwich website and Local Offer. www.Greenwich.gov.uk/Localoffer
- By email to SENDTravel.assistance@royalgreenwich.gov.uk
- By post to:
SEND Travel Assistance team
1st Floor
The Woolwich Centre
35 Wellington Street,
London
SE18 6HQ

If you have any questions regarding applications, please contact the RBG Travel Assistance Team on:

Email: SENDTravel.assistance@royalgreenwich.gov.uk

Tel: 020 8921 3082

5. How to appeal against a decision not to provide travel assistance or the type of travel assistance

This is set out in section 8 of the Royal Borough of Greenwich Home to School Travel Assistance Policy

6. Available sources of support post-16

6.1 Transport for London - free and discounted travel

6.1.1. Oyster card

- For the majority of Post 16 students, transport needs will be met by the provision of free travel by Transport for London (TfL).
- Young people travelling by bus should obtain the appropriate Oyster card before starting their programme of study.
- It is the young person's responsibility to ensure they meet the requirements set by TfL for retaining an Oyster card.
- Residents of London boroughs **aged 16-18** and in full-time education or on a work-based learning scheme of at least 12 guided hours per week on courses at level 3 and below can apply for a **16+ Oyster photo card**. This includes apprenticeships.

The card gives:

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

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

6.1.2 18+ Student Oyster photocard

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

For further details visit

www.tfl.gov.uk/apprentice-oyster.

Application forms are available from Post Office branches throughout Greater London and areas that are served by the London bus, tube and Overground networks.

For further details, visit www.tfl.gov.uk/zip.

6.2 The 16 -19 Bursary Fund

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

6.2.1 The 16-19 Bursary Fund has two elements.

a) Those most in need will be eligible for a **guaranteed bursary** of £1,200 a year. To qualify students must meet at least one of the following criteria:

- Be in receipt of income support, or Universal Credit in place of Income Support, in their own right;
- Are a care leaver; or in the care of a local authority (a 'looked after child/young person')
- Be in receipt of both Employment Support Allowance, or Universal Credit and Disability Living Allowance or Personal Independence Payment in their own right
- To receive the maximum bursary, the programme of study must last for 30 weeks or more.
- If the programme is shorter than 30 weeks, the student may receive less.

Education providers may, at their discretion, distribute any remaining funds to young people in ways that best fit the needs and circumstances of their students.

6.2.2 Discretionary bursary

To meet individual needs such as help with transport, meals, books and equipment

- The discretionary bursary is targeted at young people:
 - over 16 but under 19 as at 31st August 2019
 - aged 19 or over as at 31st August 2019 and have an Education, Health and Care Plan (EHCP)
 - aged 19 or over as at 31st August 2019 and continuing on a study programme they began aged 16-18 (19+ continuers)
 - be studying a programme that is subject to inspection by a public body which assures quality (such as OFSTED), and the provision must also be funded by either a government funding agency or the local authority
- All education providers must make available a copy of their 16-19 Bursary Fund policy upon request.
- Applications should be made directly to the school, college or training provider.
- If a learner feels aggrieved about how their application for the 16-19 Bursary Fund has been handled, we recommend they should follow the school's /college's /provider's standard complaints procedure.

For further information on the 16-19 Bursary Fund visit <https://www.gov.uk/1619-bursary-fund>.

6.2.3 Residential Support Scheme

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

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

6.2.4 Residential Bursary Fund

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

6.2.5 Support for learners with a Learning Difficulty or Disability 19+ - Discretionary Learner Support (DLS)

- If you are aged 19 or over and having trouble meeting the costs of participating in further education at your college, you should ask your provider about the Discretionary Learner Support fund (DLS). This is similar to the 16-19 Bursary Fund.
- Discretionary Learner Support is available in colleges and sixth form colleges to help with learning costs, including transport.
- You should apply directly to your learning provider (e.g. your college).
- How much you get depends on your circumstances
- More information is available from <https://www.gov.uk/learner-support/what-youll-get>

6.2.6 Young Parents/Care to Learn

If you are a young parent under 20, Care to Learn can help pay for your child/young person care and related travel costs, up to £160 per child/young person per week, while you're learning.

Young parents are also entitled to apply for an Under 19 Bus Only Ticket for those aged 19 and over can apply for the 19-25 card.

For more information on who is eligible and how to apply see:

<https://www.gov.uk/care-to-learn/howtoclaim>

7. Feedback about the service

How to feed back about service provided by Royal Greenwich

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

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

you should be addressed to

Children's Services Complaints Team

1st Floor, The Woolwich Centre

Wellington Street, Woolwich, SE18 6HQ

Tel: 020 8921 3082

E-mail: childrens-complaints@greenwich.gov.uk

How to Feedback about the transport provider

If you have a concern or complaint about your child or young person's transport, such as late pick-ups or drop-offs, or your child or young person does not need transport on a given day, please contact GS Plus on:

Tel : 020 8921 8652

Email: Sen-transport@gsplus.org

Appendix 4

Useful contacts

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

School/College	Transport information
Arden at Stationers' Crown Woods Academy 020 8850 7678 info@scwa.org.uk http://www.scwa.org.uk	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
LSEC - Bexley Campus 01322 442331 studenthub@lsec.ac.uk the http://www.lsec.ac.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
LSEC - Bromley Campus 020 8295 7000 studenthub@lsec.ac.uk the http://www.lsec.ac.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Charlton Park Academy (Special School) 020 8249 6844 mailbox@charltonparkacademy.co.uk http://www.charltonparkacademy.com	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey. Please also refer to Section 4 of this policy.
The Halley Academy 020 8391 admin@thehalleyacademy.org.uk http://www.thehalleyacademy.org.uk	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Eltham Hill School 020 8294 2365 info@elthamhill.greenwich.sch.uk https://www.elthamhill.com/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
LSEC Greenwich Campus 020 8488 4800 studenthub@lsec.ac.uk the http://www.lsec.ac.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Harris Academy Greenwich 020 8859 0133 info@harrisgreenwich.org.uk http://www.harrisgreenwich.org.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
The John Roan School 020 8516 7555 info@thejohnroan.greenwich.sch.uk https://www.thejohnroanschool.org.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.

Lewisham College 020 3757 3000	Transport for London provides free and discounted travel for Post 16 students. Go to
info@lscollege.ac.uk http://www.lscollege.ac.uk/	https://tfl.gov.uk to obtain further details and to plan your journey.
Plumstead Manor School 020 8320 5244 sixthform.info@plumsteadmanor.com http://www.plumsteadmanor.com/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Ravensbourne College 020 3040 3500 admissions@rave.ac.uk http://www.rave.ac.uk	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Royal Greenwich Equestrian Centre (in partnership with Hadlow College) 0500 551 434 enquiries@hadlow.ac.uk http://www.hadlow.ac.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Royal Greenwich Trust School 020 8312 5480 info@rgtrustschool.net http://rgtrustschool.net	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Shooters Hill Post 16 Campus 020 8319 9700 http://www.shootershill.ac.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Skills for Growth (delivering Apprenticeships and Foundation Learning) 020 8304 8527 info@skillsforgrowth.org.uk http://www.skillsforgrowth.org.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Thomas Tallis School 020 8856 0115 headteacher@thomastallis.org.uk http://www.thomastallis.co.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.
Woolwich Polytechnic School 020 8310 7000 enquiries@woolwichpoly.greenwich.sch.uk https://www.polysixthform.co.uk/	Transport for London provides free and discounted travel for Post 16 students. Go to https://tfl.gov.uk to obtain further details and to plan your journey.