



## **London Borough of Barking and Dagenham**

### **Post 16 Travel Arrangements Policy**

**2018/2019**

This is the London Borough of Barking and Dagenham's policy statement for transport arrangements and financial assistance for young people who live in the Borough and are in education or training beyond the age of 16. All young people are now required to stay in education or training until their 18<sup>th</sup> birthday. Under the September Guarantee every young person aged 16 or 17 should be offered a suitable place in education or training.

An important part of the Council's vision is that it ensures children and young people are well-educated and realise their potential. Post-16 learners can use this statement to help them choose a sixth form, college or training provision.

This policy statement describes travel assistance provision for students of sixth form age. These are pupils who are 16,17,18 or 19 if they begin a course before they are 19 and continue it after they are become 19. It also describes provision for adult learners who are over 19 but under 25 and who have special educational needs or disabilities (SEND).

#### **Free or reduced-price travel**

Most students of sixth form age and adult learners will be able to get to school/college or training on foot or by using public transport.

There are many travel options for learners within our Borough, and within London, and this is either free or offered at a reduced rate, by Transport for London for many students who are 16 or over.

## **Transport for London travel for students of sixth form age**

### 16+ Oyster Photo Card

Students who are 16 – 18, live in London and are in full time education, can apply for free travel on buses and public transport using a 16+ Oyster photo card if they are:

- Under 19 on the 31<sup>st</sup> August prior to the start of the current academic year.
- Living in a London Borough; and
- In full-time education (as defined under the scheme)

This enables students to travel for free on Buses and Trams. Students can also get reduced travel fares on the Tube, DLR and London Overground Services.

Students may apply for an Oyster Card through the Transport for London website:

### Zip Oyster photocards - Transport for London

#### Freedom Pass

The freedom pass is for people who have permanent disability that imposes a mobility problem or who are registered blind.

Students may apply<sup>1</sup> for a Freedom Pass through the London Borough of Barking and Dagenham by following the link below:

Freedom Pass - London Borough of Barking and Dagenham Council

#### The 16-19 Bursary Fund

This is a discretionary award available for education-related costs for students between the ages of 16 and 18. It can also be made to pupils who are 19 or over if they continued on a course they started when they were 16, 17 or 18 or if they have an Education Health and Care Plan (EHCP).

Find out more at 16 to 19 Bursary Fund - GOV.UK

#### Dial-a-Ride

Some students may be eligible for travel assistance from Dial-a-Ride (TFL) if they meet any of the following criteria:

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<sup>1</sup> Please note: if the mandatory criteria is not met a discretionary pass may be provided

- A Taxi Card Member
- Are in receipt of the Higher Rate Mobility component of Disability Living Allowance
- Are registered blind or partially sighted
- Are in receipt of Higher Rate Attendance Allowance

Other students can apply but will need to complete a paper-based assessment to determine their eligibility

How to apply to Dial-a Ride: you may apply for this service by downloading the application form from the website Dial-a-Ride - Transport for London or by calling 0343 222 7777.

## **Young Parents**

Care to Learn (C2L) is a scheme that can help young learners with childcare and travel costs if they are 19 or under when they start their course. Details can be found at [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn).

**Apprentices and trainees:** Can make use of TfL concessions as above and may obtain some assistance from their employer. Information is available at Gov.uk.

## **Learners with special educational needs and disabilities (16- 25)**

In some cases, the council may offer assistance to students of sixth form age with SEND, with or without an EHCP, to ensure that they can access education or training, or to adult learners who is over 19 and under 25 with SEND.

The Council may also offer assistance to a young person of 16 or 17 who is vulnerable to becoming not in education, employment or training (NEET), or who has already become NEET if it considers this necessary to support their participation in education, training or employment.

These awards are made on a discretionary basis. Each case is decided on its merits, taking into consideration walking distance, the impact a learning difficulty or disability may have on a young person's ability to walk the required distance, the nature or the route and any alternative that a young person might be expected to take. We look at journey times, the suitability of the journey, best practice for reasonable travel times (likely to be no more than 75 minutes in many cases), the financial position of the applicant and their family, if appropriate, the cost to the Council, sustainability, safety, whether there is a nearer suitable course, choices made for reasons of religion or belief and other sources of help available, such as the Bursary Fund. We do not make travel awards where another source of funding is available to the applicant, or where a similar course/training is available that is nearer. We are

able to charge in full or in part for assistance we make using discretionary powers, and so it is possible that applicants will be asked to contribute to the cost of travel arrangements we make. The Council will decide what form of assistance it will give. Details of options for young people with SEND can be found in the SEND travel and transport policy. Where possible, we will provide travel training and once a student can travel successfully independently, other forms of travel assistance may be withdrawn, allowing them to put this important life skill into practice.

### **How to apply**

Applications must be made online using the link below:

<https://www.lbbd.gov.uk/travel-assistance-application-form>

Applicants must provide all evidence listed or requested by the Council. Where a form is incomplete and/or evidence is not provided as requested, within any given time limit, no award can be made.

### **Notes for applicants for discretionary awards**

#### **Awards**

A decision will be given in writing, including reasons for a refusal. Where an application is successful, assistance will be given for a specified period, or until it is reviewed. No award will be for more than one academic year. It is the responsibility of the student to make a further application. Awards cannot be backdated. Applications should therefore be made as soon as a pupil is offered and has accepted a place, or their circumstances have changed when they are part way through a course.

#### **Reviews**

Assessments of the need for assistance will be reviewed annually and more frequently where circumstances change within the year.

#### **Changes in circumstances**

Students must inform the Council of any changes in circumstances that may affect entitlement to assistance. These include a change of address or place of learning, changes in health or SEND or associated needs that affect travelling to the place of education/training.

#### **Eligibility Checks**

The Council has a duty to ensure that it protects public funds. The Council may contact students during the academic year, to ensure they are still eligible for assistance.

### **Awards made in error**

Where an award of assistance has been made in error, the Council has the right to withdraw this after first considering the circumstances of each case to determine whether there are exceptional reasons for provision to continue. Where it is decided to withdraw assistance, up to one term's notice will be given. If the error was discovered before the commencement of the academic year the assistance will be withdrawn straight away.

### **Fraud**

Where an award of assistance has been made as a result of fraud it will be withdrawn immediately. All monies paid will have to be repaid. Legal action to recover monies may be taken. Criminal proceedings may be taken, which may lead to conviction.

### **Appeals and complaints**

Appeals can be made to the following: [transport.appeals@lbbd.gov.uk](mailto:transport.appeals@lbbd.gov.uk)

#### ***Stage One: Review by a senior officer***

- A parent/carer has 10 working days from receipt of the local authority's home to school transport decision to make a written request asking for a review of the
- decision.
- The written request should detail why the parent believes the decision should be reviewed and give details of any personal and/or family circumstances the parent believes should be considered when the decision is reviewed.
- Within 20 working days of receipt of the parent's written request a senior officer will review the original decision and send a detailed written notification of the outcome of their review, setting out:
  - the nature of the decision reached;
  - how the review was conducted.
  - information about other departments and/or agencies that were consulted
  - as part of the process;
  - what factors were considered;
  - the rationale for the decision reached; and
  - information about how the parent can escalate their case to stage two (if

- appropriate).

### ***Stage Two: Review by an independent appeal panel***

- A parent has 20 working days from receipt of the local authority's stage one written decision notification to make a written request to escalate the matter to stage two.
- Within 40 working days of receipt of the parents request an independent appeal panel will consider written and verbal representations from both the parent and officers involved in the case and give a detailed written notification of the outcome (within 5 working days), setting out:
  - the nature of the decision reached;
  - how the review was conducted (including the standard 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;
  - the rationale for the decision reached; and
  - information about the parent's right to put the matter to the Local Government Ombudsman (see below).

The independent appeal panel members are independent of the original decision making process and suitably experienced, to ensure a balance is achieved between meeting the needs of the parents and the local authority.

### ***Local Government Ombudsman***

There is a right of complaint to the Local Government Ombudsman, but only if complainants consider that there was a failure to comply with the procedural rules 12 or if there are any other irregularities in the way the appeal has been handled. If the complainant considers the decision of the independent panel to be flawed on public law grounds, the complainant may also apply for judicial review.

Should you wish to make a complaint about a service you have received please talk to the person who is providing the service or their manager in the first instance as most complaints can be sorted out 'on the spot'. However, should you feel this is not possible or you do not receive a satisfactory response from the service area please contact our Complaints Team on 020 8227 2405 / 2111 or [ocialCareComplaintsandInformation@lbbd.gov.uk](mailto:ocialCareComplaintsandInformation@lbbd.gov.uk) and they will initiate a formal complaint investigation for you. You may also write to the Complaints Team at the London Borough of Barking and Dagenham.



If an applicant remains dissatisfied, they may consider contacting the Local Government Ombudsmen (LGO) or complaining to the Secretary of State for Education. The LGO is an independent organisation that looks into complaints against councils. It is a free service and information can be found online at [www.lgo.org.uk](http://www.lgo.org.uk).

To complain to the Secretary of State, young people or their families should use the contact form on [gov.uk](http://gov.uk) - [www.education.gov.uk/help/contactus](http://www.education.gov.uk/help/contactus). Any complaint should outline the case, set out the decision taken by the local authority and include any other relevant documentation, for example any advice or decisions from the LGO where appropriate.

Complaints about the service you have received may be made using the Council's complaints procedure, which can be found at [SocialCareComplaintsandInformation@lbbd.gov.uk](mailto:SocialCareComplaintsandInformation@lbbd.gov.uk)

### **Contact Details**

#### **Brokerage Team**

Opening times: 07.00am – 17.30pm

Contact Numbers: 020 8227 2713 - 020 8227 3623 - 020 8227 5959

E-mail – [transport.request@lbbd.gov.uk](mailto:transport.request@lbbd.gov.uk)

Address: 3<sup>RD</sup> Floor Roycraft House, 15 Linton Road, Barking, IG11 8HE

#### **Mobility Services**

Contact Number: 020 8227 2334 - 020 8227 2325

E-mail: [mobility@lbbd.gov.uk](mailto:mobility@lbbd.gov.uk)

#### **Community Learning Development Team**

Contact number: 020 8227 5432

E-Mail:[cldtintake@lbbd.gov.uk](mailto:cldtintake@lbbd.gov.uk)

### **Local Colleges**

Barking & Dagenham College, Dagenham Road, Romford, RM7 0XU – 020 8090 3020

Redbridge College, Little Heath, Barley Lane, Romford R6 4XT – 020 8548 7400

Havering College, Ardleigh Green Road, Hornchurch, RM11 2LL – 01708 455 011