



All Age Travel Assistance Accessible Policy

April 2020

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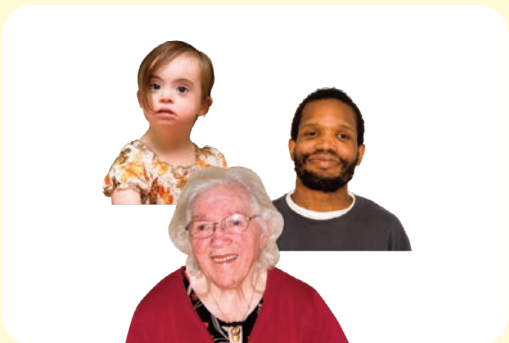


Travel Assistance is the way the Council helps people to get to a school or a social care venue.



A **policy** is a written, agreed way of doing things.

This policy tells you about what travel assistance we can give. It tells you who can get help, how to get it, and what the rules are.



This policy is for children, young people and adults.

What we want



We want to help children, young people and adults be as independent as they can be. We will work together to make this happen in a way that is right for them.



We will make sure that people are safe and protected from harm.

What we have to do



Some people cannot get to schools or their social care venue by walking, cycling or travelling on public buses.



The law says we must help certain people that need it.



We can only give extra help to certain people. These people are known as being “eligible”.



The help we give depends on what the person needs.

Who can have extra help?

Pre-school (0-4 years old)



The law **does not** say we must help children get to nursery or school before they are 5.



In some special cases we would be able to help children under 5. For example, if they have health needs that make it difficult to get to nursery or school.

School Children (5-16 years old)



We expect parents and carers to get their children to school but we know that sometimes this can be difficult. Sometimes we have to give extra help.



The **usual distance** that children are expected to walk is up to 2 miles if they are age 5-7 and up to 3 miles if they are age 8-16



Children may have extra help if they have a disability which means they cannot walk as far as the usual distance or are unable to use a public bus.



We have to help if we think the way to school is unsafe, even with an adult.



We have to help if they walk further than the usual distance.



We have to help if they are from a family that does not earn much money.



For us to have to help, children must also:

- live in the city of Wolverhampton
- go to the nearest school that meets their needs.

Other rules for school transport



Transport will normally only normally be provided at the start and end of the school day.



Children should travel no more than 45 minutes to primary school and no more than 75 minutes to secondary school.



If a school sends their pupil to a different school some of the time, the main school must help with this.

Post-16 Travel Assistance



Councils do not have to help young people with travel to school, college, training or social care once they are of sixth form age (this means year 12 and above).



Some young people going to colleges, sixth form or training may get travel assistance in special cases. This could be that they would not be able to continue with their learning if they did not get help.



To get help, they must live in the city of Wolverhampton.



To get help, they must go to the nearest school, college or training centre that is right for them.



To get help, they must be aged 16 to 19 or have started the course they are on before their 19th birthday.



To get help, they must go to college, sixth form or training for more than 15 hours each week.



To get help, they must be able to show they cannot get to college, sixth form or training centre any other way.



They must be willing to pay some money towards the cost of their transport. If they are allowed to have transport, they will have to pay £600 a year or £300 if their family does not earn much money.



The Council will check that transport is still needed every year.



Transport will normally only be provided at the start and end of the school, college or training centre day. You may be able to travel at other times in special cases.

Children in Care



Children and young people with foster carers can get the travel assistance in this policy.



Other help the Council can give is in the Allowances for Foster/Family & Friends (Connected Person) Carers' Allowance policy 2020.

Adult Learners Age 19 to 25



The Council wants to help young adults to carry on learning to become more independent, if they want to.



Most young adults should be able to get to where they learn without help from the Council. We may provide help in certain cases when there are extra support needs.



When deciding if they need help the Council will look at the young person's age, ability, needs and how difficult it is to get to their place of learning.



To get help, they must live in the City of Wolverhampton.



To get help, they must go to the nearest college, sixth form or training centre that is right for them.



They must be able to show they cannot get to their place of learning any other way.



Help may also not be given if it would be possible for them to use the higher rate mobility component of their personal independence payment or their 'motability' vehicle.

Adults with care and support needs



The Council may help adults with care and support needs to get to community activities.



They will be assessed using the Care Act.



The social work team assessment will start by checking if they could learn to travel independently to and from community activities.



If they can get Council transport, we will work together to decide on a place for pick up and drop off which may not be their home.



If a person does not want to go to their nearest community activity, they may need to pay for the cost of transport to an activity that is further away.

Acceptable Behaviour

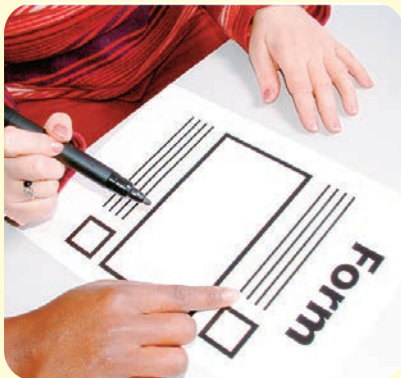


Transport will be stopped if anyone acts in a way to put themselves or others at risk.



If we need to stop transport, we will try to find another way to help.

Travel Assistance Assessment Process



You will need to fill in a form online or print a copy and send it back to us. You might also need to send us information like hospital letters. We will contact you if we have any questions or need more information.



Application forms can be found on the Council website at:
www.wolverhampton.gov.uk/travel-offer

Please let us know if you need help and contact the Travel Unit:



By email:
travelunit@wolverhampton.gov.uk

By phone: **01902 554881**



When waiting for a decision, it is expected that parents and carers get their children to school safely. We will write to you and let you know what the decision is.

Travel Assistance Review Process



The Council will decide on the travel assistance that suits your needs best and will keep checking this.

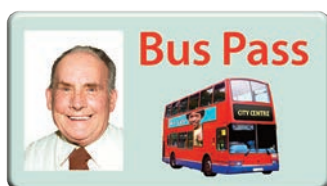


Sometimes we will need to make changes to your transport, and we will tell you about these in advance.

What help we can give



We will work with the person and their family or carers to agree a plan that is right for them. This might mean we think of different ways to help that are flexible or different.



This might mean the Council paying for a bus pass.



A personal transport budget could be agreed. This is a fixed amount of money to help pay for a person's travel.



Independent travel training could be arranged. This can help children, young people and adults to travel safely and independently.



It may be agreed that transport is used such as a minibus, coach, taxi or community transport in certain cases.



If it is agreed that Council transport is needed, individuals will be picked up and dropped off at the same place unless there is a good reason this would not work.



We will decide if a travel assistant/escort is needed to support the individual when travelling.



Help will only be given to and from school or social care venues. Help will not be given for school trips, school clubs, etc.

Home to school Travel Assistance Appeal



If a young person, their family or carers do not agree with the home to school travel assistance they have been offered they can tell us.



The Council will look at the plan and may change it or keep it the same.



If the young person, family or carer are still not happy, they can tell an independent panel why that is.

The panel is independent because none of its members would have helped make the original decision

The panel will decide if the Council made the right decision and decide if the plan is kept the same or changed.



To find out more on how to make an appeal for home to school travel assistance please visit:

www.wolverhampton.gov.uk/travel-offer



Or contact the Travel Unit:

By phone: **01902 554881**

By email:

travelunit@wolverhampton.gov.uk

Adult Travel Assistance Complaints



If a person, their family or carers do not agree with travel assistance offered by the social care team, they can tell us by making a complaint.



Phone us on **01902 551155**.

Email us at:

complaints@wolverhampton.gov.uk



Visit our website at:

**[www.wolverhampton.gov.uk/
customer-feedback/make-complaint](http://www.wolverhampton.gov.uk/customer-feedback/make-complaint)**

Visit us at the **Civic Centre**.

The full version of this document is called 'All Age Travel Assistance Policy April 2020' and can be found at [**www.wolverhampton.gov.uk/travel-offer**](http://www.wolverhampton.gov.uk/travel-offer)

If you require assistance or need this information in large print, Braille, audio/CD or in another language, please use the contact details below.

By email: travelunit@wolverhampton.gov.uk

By phone: 01902 554881

wolverhampton.gov.uk 01902 551155

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