

Appendix A

# Travel Support Policy

**Supporting access to education, training and social  
care services in Knowsley**

September 2013



*Knowsley Council*

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# **1. Introduction - Travel Support in Knowsley**

This policy introduces Knowsley Council's approach to providing travel support which can enable residents to access services and opportunities that will have an impact on their quality of life and their life chances.

## **What is travel support?**

Travel support can enable children and young people to access educational opportunities, as well as helping some residents to travel to social care services. Travel support can be provided in a variety of ways depending on individual needs but can include:

- advice and guidance on walking, cycling or public transport options available for your journey,
- provision of a travel pass to enable use of public transport for independent travel
- Travel training and support to enable independent travel
- Use of school buses
- Travel by mini bus/specialist vehicle to access services
- Travel in a taxi or private hire vehicle

The Council has a statutory duty to provide some travel support services for example home to school transport arrangements for eligible children who live far away from their nearest suitable school, or for children who have particular needs and who face real difficulties getting to school. Additionally, Children's Social Care has a statutory duty to provide travel assistance to those children, young people and significant adults / family members where the child is assessed as being in need.

However, Knowsley Council also chooses to deliver some transport services which it is not legally required to provide, as they provide residents with access to opportunities - these are sometimes called discretionary services. Transport provided to reach adult social care services, some children's social care services, SEN nursery education, and for post 16 SEN pupils to get to schools/college are discretionary services.

Further details on the legal frameworks which this policy has been developed within are included in Appendix A to this policy.

## **Why have we developed a travel support policy?**

Knowsley Council continuously reviews how transport services are delivered in the Borough and the key factors which we consider include:

- Why do we deliver services to residents?
- What services do we deliver to residents?
- How do we deliver services to residents?
- Are we compliant with legislative obligations?
- Do residents use the services available?
- Do our services meet local need?
- Do we deliver our services in a cost effective way?
- Are services sustainable?
- What do residents say about our services
- How could services be changed/amended to better reflect the needs of our residents?

Through the above process we recognise that we need to change the way we work and the way we provide travel support services to residents. As Government funding and available resources are reduced it will become more difficult to provide travel support services to residents, especially if we don't change our ways of working. In other words, we need to find better ways of ensuring that the travel support services the Council provides match local needs and that we make best use of the resources which we have available to us.

Although new and smarter more cost effective ways of delivering travel support services can be developed, it is important to recognise that the way those services are provided is likely to be different so it is important all residents are aware of new policies. The Council believes that by adopting this approach that it can provide travel support which meets local needs effectively.

In developing this travel support policy the Council hopes to achieve the following:

- To provide residents with information about the range of transport options available to them, and to encourage independent travel
- Demonstrate consideration and show awareness as to who is vulnerable and needing necessary support.
- Be reflective of how we meet our statutory obligations and where feasible, exceed minimum legislative requirements.
- Manage the demand for Council provided transport services effectively and control costs in a manner that is fair and transparent and affordable.

To enable us to do this, we have:

- Developed a policy document where residents can access further information on the travel support available in Knowsley.
- This document contains details on who can apply for travel support, and how they should make an application
- Introduced formal procedures for assessing individual travel support needs.

- Stated where charges are made for the travel support options.
- Informed residents of the decision process through which applications will progress and how decisions are made.

By developing this policy it will help us to ensure that travel support is provided:

- in a way that reflects local and national policy.
- in an equal and fair way.
- in a way that promotes independence.
- is the most cost effective way to meet a person's need; and
- It is clear who is eligible to receive travel support.

### **Key points**

It is worth noting here that where the Council has a statutory duty to provide free travel support for applicants who meet certain eligibility criteria, the Council will continue to do so.

For services where the Council is not legally required to provide travel support, sometimes called discretionary services, then the way we deliver services will need to change, if we are to continue to offer them, and charges will usually apply.

By retaining some discretionary services, we think our new approach will help us to improve the quality of life for residents but in particular, vulnerable people with the greatest needs, through an improved travel support offer which promotes equality and independence and which is based on need.

## **2. Policy Principles**

In light of the evidence available to us in terms of increasing demand for services, as well as fewer resources, Knowsley Council is aware of the need to refocus the way we provide travel support services. In developing this policy we recognise that travel support plays an important role in enabling our residents to connect with opportunities, but the infrastructure to do this must also be affordable and sustainable.

There are four key principles which will guide our decision as to how we provide travel support services in Knowsley and those are listed below then articulated in subsequent paragraphs:

- Local people should live as independently as possible
- A range of travel support options should be available to meet the different needs that residents might have
- It should be clear who can get help with travel and the types of support that they can access
- The limited funds available should be targeted at residents with the greatest needs

### **Local people should live as independently as possible**

In recent years the Council has been able to provide travel support to many residents wishing to access our services. While we still want to help residents to access services, in the current financial climate our ways of working are unsustainable, and we will no longer be able to operate in the same way.

Taking into account Knowsley's Strategic Framework for Vulnerable Adults (2011) and the Children and Young People's Strategic Plan, we recognise that we need to protect our most vulnerable residents, and to enable us to do this, our approach to providing travel assistance needs to change. Residents will be encouraged to make their own travel arrangements to access services and to remain as independent as possible. This is largely supportive of the personalisation agenda which is discussed in further detail in Knowsley's Strategic Framework for Vulnerable Adults (2011).

Residents who currently receive benefit payments to support independent mobility such as Disability Living Allowance (mobility component), a Motability Vehicle, or the newly introduced Personal Independence Payments will no longer automatically receive free transport and will be encouraged where reasonably possible to utilise the support they already have available to them, and to use this to travel to services independently.

Additionally, in support of Knowsley's Sustainable Modes of Travel to School Strategy, where children can walk or cycle to school, parents/carers will be encouraged to take responsibility for the journey and accompany their child if necessary. In some cases, it is possible that these alternatives may be more cost effective and appropriate to needs.

If residents feel that they cannot make travel arrangements without support, in the first instance, we will offer universal travel advice to raise awareness of the travel options available to them. This could include advice on walking and cycling routes or information on the public transport options available to complete journeys. We consider that by providing this advice, we can support residents by offering greater choice and control for example by providing appropriate information to enable people to meet their own needs, and travel to services accordingly. This information could help residents to remain more independent.

Following this, a series of travel support options will be available to residents who cannot access services independently; however, these options will require an assessment of travel needs. If travel support is required, the solution that maximises a person's independence will be the first option for example; travel support options could include providing individual travel training, which when completed will allow a resident to travel to services independently. Additionally, in some cases, personal assistance might be provided to allow residents to use public transport to access services, with support. A key aspect to remember is that arrangement of any travel support services will only take place if a need is identified.

The principle is also an acknowledgment that the empowerment of individuals and communities is better than making decisions on their behalf. It is about shifting the balance to individual choices and behaviour and away from health and social care services – this is also in line with the Strategic Framework for Vulnerable Adults (2011) and Knowsley's Social Growth Agenda.

### **In summary**

This means that all residents will be encouraged, where possible, to make their own travel arrangements, for example, making their own way to Council services by walking, cycling, public transport or own transport, or by seeking support from family or friends before asking the Council for help. Where the Council is not legally required to provide free travel support by law, it will seek to provide support where it is absolutely necessary, for example, where there is no other way for a resident to get to the services they need to access, but charges will apply. Where the Council has a legal duty to provide free travel support to eligible residents it will continue to do so for all those who qualify.

## **A range of travel support options to meet the different needs that residents might have**

We now recognise that different people will require different things from the travel support services we provide and that a blanket approach is unsustainable. By raising awareness of the personal transport choices available residents may choose to travel in different ways which better suit their individual needs.

Some options might be more cost effective for residents to travel than other options, for example, residents may be issued with a public transport travel pass which will be more cost effective than multiple taxi journeys and by highlighting the different options, residents can make an informed individual choice. Having the flexibility to provide different solutions will help us to provide support which meets individuals assessed needs.

Additionally, the ways in which we deliver transport services might need to change and more local services could be developed. The vision for Knowsley's Vulnerable Adults Framework (2011) is for as many people as possible to be enabled to stay healthy and actively involved in their communities for as long as possible. This travel support policy is supportive of this vision; by providing opportunities for local communities to deliver their own local transport services in response to identified local needs.

### **In summary**

This means, there is too much dependency upon taxis or, private hire vehicles and Council vehicles as a means of transporting residents to Council services, and we believe there needs to be a much wider range of travel support options which can help people who need support to get to Council services. This might mean providing people with travel training advice and guidance so that they can travel independently; having escorts to assist people with using public transport so they can travel independently; arranging for a community mini bus to pick a number of people up; encouraging shared car schemes where residents and friends pick each other up and share the costs and/or as a last resort to book taxi or private hire transfers. Any travel support provided will always be based on an individual's assessed needs.

## **It should be clear who can get help with travel and the types of support that they can access**

Often the travel support services which have been made available to residents have had different criteria for eligibility and it may have sometimes been unclear to some



residents what support was available to them. We now recognise that all travel support schemes should make clear who can apply for support so that all residents are aware of the travel support options available to them, and so that they can make personal travel choices accordingly.

We also recognise that travel support should be provided based on an individual assessment of travel needs. Assessing needs is not intended to remove travel support from residents who really need it. The assessment process will help us to ensure that the most vulnerable residents, who have no access to other mobility related support, will receive the support that they need to remain independent while accessing the services that they need to.

In line with the Strategic Framework for Vulnerable Adults (2011), this approach can enable services to be effectively and safely reduced or withdrawn, ensuring services and resources are prioritised for those most in need, reducing the cycle of dependency and promoting responsibilities. Ensuring that service users and carers are involved in decision-making and that the right support is made available to those who need it, can deliver on person-centred objectives, whilst also resulting in more efficient and effective use of resources.

### **In summary**

The new draft Travel Support Policy will help us decide who can get help with transport and will clearly explain how to apply for help. The policy will make it easier for people to apply for help with travel as well as making it clear in which cases residents will have to pay for that support or cases where support will not be provided.

### **The limited funds available should be targeted at residents with the greatest needs**

The Council does not have the same financial resources as it has had in the past and the ways in which we have delivered travel support have become unsustainable. Therefore, without changes to the way we operate, some services will have to stop. As stated in the Vulnerable Adults Framework (2011), charging for social care services at levels comparable with other local authorities is preferable to reducing or withdrawing services and will help to minimise the need to cut services.

In part, we can prevent the need to stop providing discretionary travel support services to residents by providing assistance which is assessed on individual need. This will help us to ensure residents with the greatest individual travel support needs can access the support that they require.

Consequently, some people may have to change how they travel to services. For example, following an assessment of needs, the assessor may decide that an applicant can travel by public transport to a destination, as travelling in this way will meet a person's individual needs. This might be a different way of travelling if an applicant had previously only travelled by private taxi, but we must always choose the most cost effective way to provide travel support.

Additionally, for residents who receive mobility benefits such as Disability Living Allowance (mobility component), a Motability Vehicle or the newly introduced Personal Independence Payments, then any travel support of a discretionary nature will no longer automatically be provided free, as these benefits are intended to be utilised for personal travel. In some cases applicants will have to start to pay towards the cost of their travel support services, and some people may have to pay more than they do now. However, no changes will be made without a person receiving an assessment of travel needs which will include consideration of whether it is reasonable to take into account any mobility benefits received by that person.

By doing things this way we can still offer a range of travel support options and also protect the services we can offer to the most vulnerable who have no access to other travel support.

### **In summary**

The Council currently spends £3m per year transporting residents to Council services and this level of spending is no longer sustainable given the £36m cuts that the Council must make over the next three years. Therefore, the Council believes that we need to carefully manage the costs of providing travel support, and applying charges to those services which are discretionary. We need to be smarter at how we spend this money, remove any double funding in the system, utilise the Council's own transport fleet better and encourage community led transport solutions to ensure that the limited funding we have available supports those residents in greatest need.

These principles will help the Council to make a decision as to how we provide travel support services in Knowsley in the future, and this will mean the way that we provide travel support services will be different. Section three discusses how the application of these principles will influence the way we provide travel support services in Knowsley.

### **3. Application of the travel support principles**

The application process will follow the same pattern which will make it clearer and the process of applying much easier.

#### **Application Process**

In order to receive travel support, it will be a requirement for individual residents to make an application. Details of how to apply for services will be included in the travel support guidance pack. Although anyone can apply for travel support, it is only after an assessment of individual needs that we can determine if travel support can be provided.

In making an application for travel support, any supporting documents which are required for the application to be assessed must be provided by the applicant, and it is the applicant's personal responsibility to ensure that the information supplied supports their application. Council Officers are unable to request information on behalf of applicants from Schools, Doctors or any other Health Professionals.

#### **Assessment**

All applications will be assessed against a set list of qualifying criteria to make the process more fair and consistent – details of who can qualify to receive travel support will be detailed in a travel support guidance pack.

If residents qualify, we will assess individual travel support needs and devise a package of travel support, which is cost effective but one which meets the individual's needs. If an applicant does not meet the qualifying criteria, we will communicate the reasons why we are unable to provide travel support, referring to this policy where necessary.

A review process has also been established so that residents can tell us why they think a decision by the Council not to provide travel support should be reconsidered. The processes for doing this will be explained in more detail within the travel support guidance pack.

It is also important to note that if applicants are currently in receipt of mobility related benefits such as higher rate Disability Living Allowance, Motability Vehicles, or the newly introduced Personal Independence Payments, and are applying for help with transport to access a service which the Council is not legally required to provide transport for i.e. transport for adult social care services, to some SEN nursery

schools, for post 16 SEN, then travel support will not automatically be made available, and charges may apply.

In exceptional circumstances, travel support may be provided to applicants who receive mobility related benefits to enable them to access services. It is envisaged that such exceptional circumstances may arise where an applicant is assessed as unable to travel to the service independently and the mobility benefits they receive do not provide the necessary assistance to access this service. In this case, charges will be payable in line with the charging policy for the service which they are attending.

## **Charges**

Where the Council has a legal duty to provide free transport, and applicants meet the eligibility criteria, the Council will continue to do so.

However, for services which the Council is not legally required to provide free transport i.e. discretionary services then some travel support services will incur charges. The charge will be set at an accessible level comparable to similar local provision and we will advise residents of the cost of travel support in advance.

## **What travel support solutions are available?**

Travel support is individual and based on individual need. The Council will provide support in the most cost effective way, while meeting individual needs.

Travel support options include:

- Advice and guidance on walking and cycling or public transport options available for specific journeys
- Travel passes to enable use of public transport for independent travel
- Travel training and support such as an escort to enable independent travel
- Use of school buses or community vehicles
- Travel by mini bus/specialist vehicle
- Travel support provided by taxi/Private hire Vehicle

## **Review of travel support arrangements**

All travel support arrangements will be reviewed at least on an annual basis to ensure that individual needs have not changed, and that the support provided still enables you to access services in the most cost effective way.

## **4. Finding more information on travel support**

Travel support guidance documents will be developed and will include information on the range of travel support options. Guidance will be available for:

### **Children and Young People – accessing educational opportunities**

- Including the information on the travel support available to Children and Young People to enable them to access education and training.
- Details of who can apply for travel support, support options available, and how to make an application can also be found in this guidance.
- Information on the process of requesting that a travel support decision be reviewed.

### **Children and Young People – access to Social Care Services**

- Including information on the travel support available for Children's Social Care Users to enable them to access services.
- Details of who can apply for travel support, support options available, and the process for making an application.
- Information on the process of requesting that a travel support decision be reviewed.

### **Adults – access to social care services**

- Including information which will be helpful to Adult Social Care Users.
- Explaining who can apply for travel support, how to apply for support, and the types of support available.
- Presenting details of the charges applied to adult social care travel support.

A summary of the legal frameworks within which this policy has been developed can be found in Appendix A of this document.

Additionally, Appendix B-D gives an indication of who can apply for support, and the process for making an application.

## **Appendix A**

### **Summary Legal Framework**

The policy has been developed within relevant legal frameworks.

#### **Home to school Travel**

Knowsley Council meets its obligations under the Education and Inspections Act 1996 (as inserted by the Education and Inspections Act 2006) by providing home to school travel assistance to children aged 5-16 years who live within the Borough and attend the nearest qualifying school which is above statutory walking distance.

Parents/carers are responsible for ensuring that their children attend school regularly. However, the Education Act 1996 (EA 96) (as inserted by Education and Inspections Act 2006) places a duty upon local authorities to ensure suitable travel arrangements are made, where eligibility arises, to facilitate a child's attendance at school. The duty applies to home to school travel arrangements at the start and end of the school day.

Paragraphs 6-8 Schedules 35B EA 96 - children living further than the statutory walking distance from their nearest qualifying school.

- For children under 8 the statutory walking distance is 2 miles.
- For children aged 8 and over the statutory walking distance is 3 miles.

Paras 4 and 5 Schedule 35B EA 96 - children who live within statutory walking distance but the nature of their route to their nearest qualifying school is such that a child cannot be expected to walk (accompanied as necessary) in reasonable safety.

- Route safety in the majority of cases is determined by specific settings within the ICR system which excludes unsafe elements of a route such as motorway roundabouts, more rural lanes etc. and recalculates the distance based on a safe route.
- In more specific cases risk assessments are undertaken by corporate Health and Safety officers.

Paras 2 and 3 Schedule 35B EA 96 - children who live within statutory walking distance but are unable to walk to school by reason of their SEN, disability or mobility problem (including temporary medical conditions).

Paras 9-14 Schedule 35B EA 96 - children from low income families (entitled to Free School Meals or whose families are receiving the maximum level of Working Tax Credit who meet the following conditions:

- Primary school children aged between 8 and 11 who live more than two miles from their nearest qualifying school
- Children aged 11 and over are entitled to free travel to one of their nearest 3 qualifying schools where they live more than 2 but not more than 6 miles from that school
- Children aged 11 and over are entitled to free travel to the nearest suitable school preferred on grounds of religion or belief where the child lives more than 2 miles but not more than 15 miles from that school.

### **Home to school transport for children with SEN, disabilities and mobility needs.**

In addition to the above Home to School legal framework, if both of the child's parents are, by reason of disability unable to ensure that their child attends school, or are unable to make suitable alternative arrangements eligibility for travel assistance will be considered on the individual circumstances, with regard to the Equality Act 2010.

The Council will also fulfil its statutory Duties in line with the Special Educational Needs Code of Practice, including home to school transport for children with SEN, disabilities and mobility needs.

### **Post 16 Travel to education**

All councils have a duty under Section 509AA (7) of the Education Act 1996 to publish an annual Transport Statement for students and learners aged 16 -18. The statement should identify the transport arrangements that the Council considers necessary to support learners aged 16 – 18 to travel to their education or training provider. The information in this statement contains information about the transport arrangements for students and learners of sixth form age who live in Knowsley and who are studying or training at:

- A school;
- A further education institution;
- An institution maintained by the council;
- An establishment funded directly by the Education Funding Agency;

However, the Council has no responsibility to provide travel support to anyone attending further or higher education after the age of 18.

## **Children's Social Care**

Children's Social Care has a statutory duty to provide Travel Assistance to those children, young people and significant adults / family members where the child is assessed as being in need.

Children's Social Care is responsible for the assessment and provision of support services to children assessed as being in need, underpinned by the following legislation and statutory guidance as follows: -

- 1989 Children Act
- Children Act 2004
- Adoption and Children Act 2002
- Leaving Care Act 2000
- The Framework for the Assessment of Children in Need and their Families (currently being updated)
- Working Together 2013

## **Adult Social Care**

The following Acts set out the responsibilities adult social care has in relation to providing people with transport services;

- National Health Service and Community Care Act (1990)
- Section 29 of National Assistance Act (1948)
- Section 2 (1) of the Chronically Sick and Disabled Act (1970)
- Carers Equal Opportunities (2004)

The actual duty on local authorities to assess and provide services to meet social care needs is contained within the NHS and Community Care Act 1990. The provision of travel is **`not`** a specific statutory responsibility under this Act, but adult social care will as part of its statutory duty to meet social care needs consider an individual's need for assisted transport arrangements.

The specific duty upon local authorities to provide travel or assistance with travel arrangements for "chronically sick" or "disabled" persons lies within Section 2(1) (d) of the Chronically Sick and Disabled Persons Act 1970.

Currently all the Adult Social Care Acts and responsibilities mentioned above are expected to be replaced by a new Care Act which is currently going through Parliament. This is expected to become law in 2015, and in its current state does not mention transport as a social care responsibility.



## **Appendix B**

### **Travel Support to enable children and young people to access educational opportunities**

This guidance will help residents to find out more information on travel support to enable them to access educational opportunities such as attending nursery, school or college.

#### **Who can apply for travel support?**

- Travel support is available to children and young people.
- Travel support options have been presented for early years; school aged pupils and some young people attending post 16 opportunities below
- Anybody can apply for travel support as long as they can meet the criteria outlined below, and can provide the necessary supporting documents as required.
- Charges will apply for some discretionary services\*

## Early Years\* Discretionary Service

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Travel Support can be provided to children attending specialist maintained nurseries who meet the criteria set out below:

	Travel Support will be available if:  Attending a specialist maintained nursery which has been designated by the Local Authority as the appropriate nursery that meets the need of your child and can meet the criteria specified below:
<b>Age</b>	Children between the ages of 2 and 5
<b>Time</b>	Travel support will be provided at the start and end of the nursery session for pupils
<b>Distance</b>	The distance between home address and nursery school is more than 2 miles.
<b>Exceptions to distance criteria</b>	<p>Travel assistance will also be considered for children with specific travel needs for example:</p> <ul style="list-style-type: none"> <li>• Significant sensory, physical, medical or behavioural difficulties that prevent them from getting to school even when accompanied by a parent/carer.</li> </ul> <p>We will consider supporting evidence, written within the last 12 months, from a range of sources, for example:</p> <p>Education or Health Professionals or school SENCO, which describes the child as having:</p> <ul style="list-style-type: none"> <li>• <b>long term severely restricted independent mobility</b>, due to a physical disability;</li> <li>• <b>long term severely restricted independent mobility due to a medical condition resulting in severe</b></li> </ul>

	<p><b>persistent pain and/or extreme fatigue;</b></p> <ul style="list-style-type: none"> <li>• <b>a sensory impairment resulting in severely restricted mobility;</b></li> <li>• <b>Severe behavioural emotional and /or social difficulties in comparison with other children of their age.</b> This may be linked with cognitive ability or be as a result of a specific development disorder.</li> </ul> <p>This is not an exhaustive list and requests will be considered on a case by case basis.</p> <p>We can only assess your application based on the information provided to us by you.</p> <p><b>Long term</b> describes something that is likely to last for at least a year and in many cases for the rest of the life of the person affected.</p>
<p><b>Trips/ education off nursery site</b></p>	<p>If child is educated offsite, the nursery school will be responsible for making travel arrangements for this purpose.</p>
<p><b>Charges</b></p>	<p>Travel Support is made available to children at a subsidised level, with a contribution from the family. Charges will be published annually.</p> <p>Families providing proof of low income (assessed at the point of application and annually thereafter) i.e. in receipt of free school meals or their maximum level of working tax credit are exempt from the above charge.</p>

## School Aged Pupils

Travel Support can be provided to children of compulsory school age who meet the criteria set out below:

	If attending primary school and can meet criteria outlined out below	If attending secondary school and can meet criteria outlined out below	If attending a special school/unit which has been designated by the Local Authority as the appropriate provision that meets the need of your child and can meet criteria outlined out below
<b>Age</b>	The child is of compulsory school age		
<b>Time</b>	<p>Home to school travel support will be provided at the start and end of the school day.</p> <p>Exceptions will be considered based on the long term medical/health needs of a child, where they can only attend school on reduced hours basis and have medical evidence to support this.</p>		<p>Home to school travel assistance will be provided at the start and end of the school day.</p> <p>Exceptions will be considered based on the long term medical/health needs of a child, where they can only attend school on reduced hours basis.</p> <p>Where a pupil attends a qualifying residential school, transport will be arranged by the local authority and in accordance with the placement terms agreed by the Local Authority.</p> <ul style="list-style-type: none"> <li>• <b>Weekly basis</b> – a journey to</li> </ul>

		<p>and from school at the start and end of the school week.</p> <ul style="list-style-type: none"> <li>• <b>Termly basis</b> – this means a maximum of 6 return journeys will be provided / supported in any one academic year.</li> </ul>	
	<p><b>Journeys which will not be supported.</b></p> <ul style="list-style-type: none"> <li>• Extracurricular activities or journeys between institutions within the school day (for journeys of this nature the organising school or institution will be responsible for transport arrangements);</li> <li>• School trips (for journeys of this nature the organising school or institution will be responsible for transport arrangements);</li> <li>• Dental, medical or hospital appointments, or other non-educational appointments;</li> <li>• Children taken ill during the day;</li> <li>• Children that are excluded during the day;</li> <li>• When off-site educational provision is arranged by the school, travel assistance is the responsibility of the school(s);</li> <li>• Before and After School Activities – If you wish your child to attend activities before or after school, then parents/carers, or the school are responsible for making travel arrangements;</li> <li>• Where the child is staying in respite care - requests for transport to and from respite or residential care should be directed to Children’s Social Care Team within Children’s and Young People’s Services.</li> <li>• In the event that there is a risk to health and safety of staff/pupils and others using the transport from the misbehaviour of a pupil, access to school transport may be suspended and in serious cases permanently withdrawn. When considering suspension or withdrawal of provision regard will be taken into the extent to which the child's disability has impacted upon their behaviour and what steps can be taken to eliminate the effect of that disability on their behaviour.</li> </ul>		
<b>Distance</b>	The distance from home address to the <b><u>nearest qualifying school</u></b> <sup>^</sup> (measured by an available walking route), is <b>more</b>	The distance from home address to the <b><u>nearest qualifying school</u></b> <sup>^</sup> (measured by an available walking	The distance from home address to the <b><u>nearest qualifying</u></b> <sup>^</sup> /designated school,

	<p>than:</p> <ul style="list-style-type: none"> <li>• <b>Two miles</b> from home address: for pupils up to the end of the school year in which they have their eighth birthday</li> <li>• <b>Three miles</b> from home: for pupils from the beginning of the school year in which they have their ninth birthday</li> </ul>	<p>route), is <b>more</b> than:</p> <ul style="list-style-type: none"> <li>• Three miles.</li> </ul>	<p>measured by an available walking route, is <b>more</b> than:</p> <ul style="list-style-type: none"> <li>• <b>Two miles</b> from home address: for pupils in primary SEN schools/units</li> <li>• <b>Three miles</b> from home address for pupils attending secondary special school/unit.</li> </ul>
	<p><b><u>^Nearest Qualifying School</u></b></p> <p>References to the “nearest qualifying school” are to be taken to mean the nearest qualifying school with places available that provides education appropriate to the age, ability and aptitude of the child.</p> <p>All of Knowsley’s schools are qualifying schools for the purposes of school travel.</p> <p>Whilst parents/carers have the right to express a preference for a child to attend a school of their choice that is not the nearest appropriate educational provider, in exercising such a preference they become wholly responsible for making home to school transport arrangements. This applies to children who have statements of special educational need, including those who attend special schools.</p>		
<p><b>Exceptions to distance criteria</b></p> <p><b>Specific Travel</b></p>	<p>Travel assistance will also be considered for children with specific travel needs (regardless of distance from home address to school) for example:</p> <ul style="list-style-type: none"> <li>• Significant sensory, physical, medical or behavioural difficulties that prevent them from getting to school even</li> </ul>		

<p><b>Needs</b></p>	<p>when accompanied by a parent/carer.</p> <ul style="list-style-type: none"> <li>• Children unable to walk to school by reason of a mobility problem (including temporary medical conditions)</li> </ul> <p>We will consider supporting evidence, written within the last 12 months, from a range of sources, for example:</p> <p>Education or Health Professionals or school SENCO, which describes the child as having:</p> <ul style="list-style-type: none"> <li>• <b>long term severely restricted independent mobility</b>, due to a physical disability;</li> <li>• <b>long term severely restricted independent mobility due to a medical condition resulting in severe persistent pain and/or extreme fatigue;</b></li> <li>• <b>a sensory impairment resulting in severely restricted mobility;</b></li> <li>• <b>Severe behavioural emotional and /or social difficulties in comparison with other children of their age.</b> This may be linked with cognitive ability or be as a result of a specific development disorder.</li> </ul> <p>This is not an exhaustive list and requests will be considered on a case by case basis.</p> <p><b>Long term</b> describes something that is likely to last for at least a year and in many cases for the rest of the life of the person affected.</p> <p>Families will be able to access support if an application is made under the low income provisions and the distance criteria still apply – therefore, applications can be made for children who are entitled to free school meals or whose families are in receipt of the maximum level of Working Tax Credit and meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Child aged 8-11and living more than 2 miles from their nearest qualifying school</li> <li>• Young person aged 11 and over to one of their 3 nearest qualifying schools where they live more than 2 but not more than 6 miles from that school;</li> <li>• Young person aged 11 and over to their nearest suitable school preferred on grounds of religion or belief where they live more than 2 but not more than 15 miles from that school.</li> </ul>
<p><b>Lower income provision</b></p>	<p>Children who live within statutory walking distance <b>but</b> the nature of their route to their nearest qualifying school is such that a child cannot be expected to walk (accompanied as necessary) in reasonable safety can be considered for</p>
<p><b>Exceptions to distance</b></p>	<p>Children who live within statutory walking distance <b>but</b> the nature of their route to their nearest qualifying school is such that a child cannot be expected to walk (accompanied as necessary) in reasonable safety can be considered for</p>

<p><b>criteria on Safety Grounds</b></p>	<p>travel assistance.</p> <ul style="list-style-type: none"> <li>Route safety in the majority of cases is determined by specific settings within the ICR system which excludes unsafe elements of a route such as motorway roundabouts, more rural lanes etc. and recalculates the distance based on a safe route.</li> <li>In more specific cases risk assessments are undertaken by corporate Health and Safety officers</li> </ul> <p>Where a pupil lives within the statutory walking distance to school and a risk assessment identifies that there is no safe route that the pupil could reasonably be expected to walk, travel assistance may be provided in line with this Policy.</p>
<p><b>Exceptions to distance criteria in Exceptional Circumstances</b></p>	<p>The local authority will consider applications from parents whose children are not otherwise eligible for free or subsidised travel assistance on the basis that assistance should be offered if exceptional circumstances apply.</p> <p>Although not an exhaustive list of exceptional circumstances, dependent on the facts of the case the following examples could amount to an exceptional circumstance:</p> <ul style="list-style-type: none"> <li>circumstances beyond the control of the child or family that prevents the parent from ensuring their child attends school;</li> <li>Where the welfare of the child is at risk if the transport were not provided, for example, as part of a protection plan.</li> </ul> <p>Exceptional circumstances would <b>not</b> normally include the following (this list is not exhaustive):</p> <ul style="list-style-type: none"> <li>low income (low income provisions excepted), lack of income or non-availability or access to private transport;</li> <li>single parent;</li> <li>change of address (other than as provided for under the mainstream policy);</li> <li>parents are unwilling, or unavailable to escort their child to school or pick-up point;</li> <li>change of school other than through managed move and/or it is agreed that the change of school is necessary;</li> <li>non-entitlement arising through the parents' choice of school;</li> <li>Work commitments or domestic difficulties of parents/carers including taking other children to school.</li> </ul>
<p><b>Parental SEN, disability or</b></p>	<p>Children who live within statutory walking distance and if both of the child's parents/carers are,</p> <ul style="list-style-type: none"> <li>by reason of disability, unable to ensure that their child attends school, or</li> </ul>



<b>mobility problem</b>	<ul style="list-style-type: none"><li>• are unable to make suitable alternative arrangements,</li></ul> <p>Then travel support will be considered on the individual circumstances, with regard to the Equality Act 2010.</p>
<b>Trips/ education off school site</b>	<p>When a child is educated offsite, the school is responsible for making travel arrangements</p>

## Post 16 Travel Support \* Discretionary Service

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Travel Support can be provided to young people who meet the criteria set out below:

Young people with SEN attending educational opportunities post 16	
<b>Age</b>	Post 16 – young people seeking educational opportunities
<b>Transport provision for students with learning difficulties and/or disabilities</b>	<p><b>Students attending The Elms or Springfield School</b></p> <ul style="list-style-type: none"> <li>• Students aged 16 - 19 who are continuing their education at either The Elms or Springfield School, and who have a Statement of Special Educational needs (including transport provision) at age 16, may be provided with transport support if it is considered to be appropriate.</li> <li>• Transport support offered will be dependent upon the student's individual needs</li> <li>• This support normally finishes at the end of the year in which the student reaches age 19.</li> <li>• Every encouragement will be made for students in this age group to travel between home and college using mainstream services</li> <li>• All students with learning difficulties and/or disabilities who receive financial travel support must be prepared to undertake Independent Travel Training if it is appropriate for them to do so.</li> </ul> <p><b>Students attending Knowsley Community College</b></p> <ul style="list-style-type: none"> <li>• Students aged 16 –19 who have a learning difficulty and/or disability may be eligible for transport support to attend a full time course at Knowsley Community College.</li> <li>• Transport support offered will be dependent upon the student's individual needs.</li> <li>• Every encouragement will be made for students in this age group to travel between home and college using mainstream services</li> <li>• All students with learning difficulties and/or disabilities who receive financial support for transport must be prepared to undertake Independent Travel Training if it is appropriate for them to do so.</li> </ul>

	<p><b>Attending college outside of Knowsley</b></p> <ul style="list-style-type: none"> <li>• Travel support is not usually available to support students with a learning difficulty and/or disability to travel to an out of borough college.</li> <li>• If there are exceptional circumstances for example if the distance from home to the out of Borough College is shorter than the distance from home to Knowsley Community College, support may be offered.</li> <li>• Students and their parents/carers should ensure that students are able to travel to a course outside the borough and that the transport costs can be met from personal funds if there are no exceptional circumstances to be taken into consideration.</li> <li>• All students with learning difficulties and/or disabilities who receive financial support for transport must be prepared to undertake Independent Travel Training if it is appropriate for them to do so.</li> </ul> <p><b>Travel Passes</b> Students with physical, sensory or learning disabilities can apply for a Disabled Persons travel pass that entitles the user to free use of buses, trains and ferry services across Merseyside.</p> <p>Full details and a journey planner are available from Merseytravel – <a href="http://www.merseytravel.gov.uk">www.merseytravel.gov.uk</a></p>
<p><b>Post 16 education courses</b></p>	<p><b>Travel support is not available under this policy</b></p>
<p><b>Post 16 Training providers</b></p>	<p><b>Travel support is not available under this policy.</b></p>
<p><b>Charges</b></p>	<p>Travel Support is made available to young people at a subsidised level with a charge applied at £3 per journey.</p> <p>Charges will be published annually.</p>

## What travel support/solutions are available?

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In line with Knowsley Councils Travel Support Policy, any travel support provided by Knowsley Council will be provided in the most affordable and cost effective way, whilst meeting the child's/young person's assessed travel needs in. Different children/young people will have different travel support needs; hence the travel support available will differ, depending on individual circumstances.

Where possible, advice and guidance will be given to enable parent/carers to accompany the child/young person and allow them to travel independently to educational opportunities. Additionally, the Council operates an independent travel training initiative which provides tailored programmes of support for young people. Travel training options will be explored, to enable young people to travel independently where possible.

The travel support options will be determined and offered to all eligible children and young people in line with the criteria set out in this Policy. In assessing travel support needs, and considering a young person's eligibility for assistance, a review of how accessible education and training facilities are, using public transport will be undertaken.

### Travel Planning and Public Transport

For journeys over the acceptable walking distance, travel planning and Public Transport, offers a convenient and affordable way of travelling to and from school, which also allows young people to travel independently. Financial assistance in the form of a travel pass may be provided.

### Independent Travel Training

Travel training may be provided if appropriate to enable pupils to travel independently. This training would be provided only on an individual basis, where it would support an individual to make an independent journey.

### **Commissioned Transport Services**

School transport, buses and taxis (accompanied by parents/carers or escorts if required) may be commissioned for a period of time if the assessment of needs demonstrates that walking, cycling and public transport options, even with escort provision, and travel training is not possible.

### **Parental Contract**

Parental Direct Payments can be provided to enable the parent to arrange travel to school if this is more cost effective than providing other travel support, and in line with the key principle of personal responsibility with in the Travel Support Policy.

## **How to apply**

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To apply for travel assistance for the first time or renew your application for the next academic year, you can:

- Call in to the One Stop Shops and request an application for travel support to education – these forms may also be available at your Childs school.
- Alternatively you can telephone our Contact Centre on 0151 443 2500 to apply. Our staff will carry out an initial assessment to determine if your child qualifies for travel support. If you qualify we will ask you to call into your nearest one stop shop to provide any relevant documentation.
- The Council can only use the information which you supply to us to assess your application. If all necessary information is not provided to us, we can only assess your application based on what we have.
- It is the responsibility of the applicant to ensure the information which you supply to us, supports your application. We are unable to contact other organisations such as schools, health professionals etc to request information to support your application.
- Completed applications will normally be notified of the decision in writing within 10 working days of receipt of the application; if further information is required, or at busy periods it may not be possible to make a decision within these timescales; however the Assessment Service will endeavour to process applications quickly.

If assistance is required in completing the application then please contact:

The Parent Partnership Services  
Whiston Willis School  
Milton Avenue  
Whiston/Prescot  
L35 2XY

0151 443 3283

## **Decision Review**

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If an initial application for travel support is not approved, parents/ carers can ask for a decision review, and will be required to provide any further necessary supporting documentation.

A Senior Council Officer will then consider if your application has been correctly assessed against this travel support policy and will provide you with relevant feedback from this process.

## **Appendix C**

### **Children and Young People – Social Care Services**

#### **Who can apply for travel support?**

- Children's Social Care supports and facilitates travel support arrangements for children, young people and their families where there is an identified need, following a child in need assessment, which is clearly identified within the appropriate plan.
- Such plans would relate to children in need, children subject to a child protection plan and children looked after.

## Access to travel support - Children's Social Care

	Travel Support		
	Children in need	Children with a Child Protection Plan	Children Looked After
Eligibility	<p>A Child in need assessment must have taken place.            Following the outcome of a <b>child in need assessment</b> - A child, young person or family can be provided with travel support if they are deemed in need of social care services, and there is no other way for them to travel.</p>		
Assessment	<p>We will assess if the service users needs will be best met through independent travel arrangements (i.e. is the service user able to access services without travel support) or if travel support arrangements are really necessary.</p>		
What types of journeys are supported?	<p>If travel support is identified within a plan, this would relate to supporting the completion of specific and identified tasks or activities for the child and their family, for example: -</p> <ul style="list-style-type: none"> <li>• Travel support to enable journeys of children to and from Contact arrangements</li> <li>• Travel support for parents / carers and extended family to and front Contact arrangements</li> <li>• Travel support for children to and between placements including emergency removal</li> <li>• Travel support to enable children to take part in leisure activities</li> <li>• Commissioning of secure travel</li> <li>• Travel to support for children to and from school or appointments</li> <li>• Travel support to enable parent / carer to attend appointments</li> <li>• Travel support for families in emergency situations</li> </ul> <p>(This list is not exhaustive – other journeys will be considered based on child assessment).</p>		
How is travel	<p>Travel support is provided via the following arrangements depending on individual need: -</p>		



<b>support Provided?</b>	<ul style="list-style-type: none"> <li>• Social Worker directly transports the child / family</li> <li>• Family Support / Personal Advisor directly transports the child / family</li> <li>• Foster Carer directly transports the child</li> <li>• Financial support is provided with regard to Public Transport (bus, train)</li> <li>• Financial support is provided with regard to Taxi</li> <li>• Taxi's or other vehicles are commissioned for a period of time (as per Council procedures) following a risk assessment to evidence need</li> <li>• Secure Travel Assistance is commissioned from Private Provider</li> </ul>
<b>Underlying principles</b>	<ul style="list-style-type: none"> <li>• Where possible, the carer should take personal responsibility and should be encouraged to undertake transport arrangements for children and young people in placement</li> <li>• Where a child or young person has a Statement of Educational Need, home to school travel support must be sought from the appropriate service and budget.</li> <li>• All children and young people of secondary school age and older should be using public transport unless a risk assessment evidences that they require a taxi. This may relate to a variety of reasons but should be the exception rather than the rule. Use of public transport can encourage independence and can be more cost effective than using other travel support.</li> <li>• All adults should be using public transport unless a risk assessment evidences that they require alternative means of travel. This may relate to a variety of reasons but should be the exception rather than the rule. Use of public transport can encourage independence and can be more cost effective than using other travel support</li> <li>• Adults should be travelling the greatest distance in order to see their child (ren) and contact arrangements should be held closest to the placement of the child.</li> </ul>
<b>Restrictions to travel support</b>	<ul style="list-style-type: none"> <li>• Where an adult fails to attend an appointment or contact session and financial assistance has been provided, further financial assistance will not be provided until a review has been undertaken.</li> <li>• The adult will be required to attend appointments or contact sessions without further financial assistance to meet the funding already provided.</li> </ul>
<b>Charging</b>	<p>For children who are supported in terms of travel to and from respite provision, where the parent or person with</p>

parental responsibility is not in receipt of benefits, a financial assessment will be undertaken as per the fair charging policy and depending on the outcome, a charge of £3 per journey may be made.

## **Monitoring review and reassessment**

Travel support arrangements will be discussed in all statutory reviews relating to children and young people subject to a Child Protection Plan and Children Looked After.

## **Complaints**

Knowsley Complaints Policy and Procedure is available for all service users including children and young people to refer to if they wish to make representation regarding the assessment undertaken or services provided. All service users will be provided with a copy of the Knowsley Complaint Leaflet 'Have your Say' as part of the assessment process. All comments, complaints and compliments are forwarded to the Complaints Officer, whose details are included below.

The Complaint Procedure and associated Guidance can be viewed via the following link:

<http://www.knowsley.gov.uk/families/social-care-and-health/your-say/social-services-complaints.aspx>

All responses are in writing to the service user. Where a complaint is received regarding a child or young person from a person who does not have parental responsibility for that child or young person, Data Protection Legislation and Guidance will be considered in the response.

### **More information is available from:**

Children's Social Care Complaints Officer,  
7<sup>th</sup> Floor,  
Huyton Municipal Buildings,  
Archway Road,  
Huyton,  
L36.

## **Appendix C**

### **Accessing Social Care Services – Adults**

#### **Who can apply for travel support?**

- Adult Social Care has a statutory duty to assess people over 18 years who may have social care needs.
- If social care needs are identified the local authority has a duty to meet those needs through the provision of services and or a direct payment to pay for support.
- This section explains where travel support may be provided for adults accessing Adult Social Care Services in Knowsley.

## Access to travel support – Adult Social Care

	Travel Support
<b>Assumptions made in the guidance</b>	<p>All adults who access social care services, regardless of their age and or disability in the first instance will be considered able to travel without financial support or other assistance and will be encouraged to make their own travel arrangements to access services and to remain as independent as possible.</p> <p>The Council will only provide support where it is absolutely necessary, for example, where there is no other way for a resident to get to the services they need to access, as identified by an assessment, and charges will apply.</p>
<b>Eligibility</b>	<p>Any resident over 18 years of age who is eligible for Adult Social Care Services can apply for travel support as part of the adult social care outcome focused assessment process.</p> <p>The decision to provide travel support will only be decided after a full assessment of mobility needs, which involves an assessment which will be carried out by an assessor.</p>
<b>Assessment Of need</b>	<p><b>In assessing needs we will consider:</b></p> <p><b>1. An applicant's access to existing transport:</b></p> <p>During this assessment the following will be considered in regard to an individual's need for assisted travel:</p> <ul style="list-style-type: none"> <li>• Whether physically accessing public transport is too difficult for the person due to the complexity of their disability or the layout of public transport and or access to the vehicle.</li> <li>• Whether using public transport would place the person and or others at unnecessary risk of harm.</li> <li>• Whether specific assistance is required that could not be provided in a public vehicle.</li> <li>• Whether the person has informal and/ or formal carers who could provide support on transport.</li> <li>• What other transport the individual and or their family may have access too.</li> </ul>

- What risk of harm there would be to the person, their family and or carer/s if the individual did not access transport.
- Whether an individual has a motability vehicle and/ or mobility allowances – if so it is expected that they should be utilised first.

## **2. Applicants mobility:**

This will involve assessing issues including:

- The ability to walk outside (including windy/ slippery/icy weather conditions)
- The requirement for wheelchair/ other walking aid
- The ability to get in and out of property
- The ability to get in and out of vehicle
- The risk of falling without support
- The ability to bear weight to transfer
- Whether the person is mobile but at risk when mobilizing due to uncontrollable movements
- The ability to use stairs, manage gradients, steepness of stairs in home, safety, energy levels
- If there are any particular difficulties associated with the identified activity or location they are attending

## **3. Applicants ability to travel independently**

This will involve assessing:

- The extent of the mobility problems identified above
- The availability of family/ carers
- Any communication difficulties (for example ability to order taxi or to use public transport)
- Any psychological factors e.g. mental health, loss of confidence, agoraphobia
- Any previous experience or evidence of a future risk of harassment
- Any other factors affecting personal safety

### **Identification**

Once a need for assisted travel has been identified, a recommendation will be made about how that travel could be provided.

<p><b>of travel support</b></p>	<p>The local authority is responsible for determining how assisted travel needs can be met and this will be done in the most cost effective way.</p>
<p><b>Charging</b></p>	<p>The Local Government Act 2003 (section 93) and Fair access to Care Services Guidance allows for discretionary services to be charged in addition to the means tested charge for an adult social care package. Knowsley will apply this discretion, and all travel support provision will be <b>charged at a flat rate of £3 per journey</b>.</p> <p>This rate will apply regardless of distance travelled, mode of transport, and or whether someone is supported on transport by an escort.</p> <p>If a service user is in receipt of the Disability Living Allowance/Personal Independence Payment mobility component, then he/she will usually be expected to fund any transport costs until that entire component has been utilised for that purpose. If social care related transport needs remain after the mobility component has been spent, then these will be met by the Council at the charge of £3.00 per journey.</p> <p>If a service user has a motability car, then he/she would normally be expected to make his/her own travel arrangements, and would not be able to access any transport funded by the Council. There may be exceptional circumstances whereby the vehicle may not be available in which case the charge will apply.</p>

### Monitoring and Review

A person's need for assisted travel will be re-assessed 12 weeks after commencement, and thereafter at a time agreed with a care manager (this will be dependent on the length of time the travel arrangement has been agreed). There will be at a minimum an annual review of someone's assessed need and the services provided to meet those needs.

## **Complaints and compliments**

Knowsley Councils Complaints Policy and Procedure is available to all adults and their carers should they wish too;

- Complain or have an opportunity to challenge any decision made with regard to travel provision
- Complain about the travel is being provided
- Complain about the way in which they are being supported to travel
- Compliment the service and or support they have received

The Complaints Procedure and associated guidance can be accessed through the following link:

[http://www.knowsley.gov.uk/families/social-care-and health/your-say/social-services-complaints.aspx](http://www.knowsley.gov.uk/families/social-care-and-health/your-say/social-services-complaints.aspx)