

# New travel policy

Help for young people over 16  
to travel to school, college or training



# Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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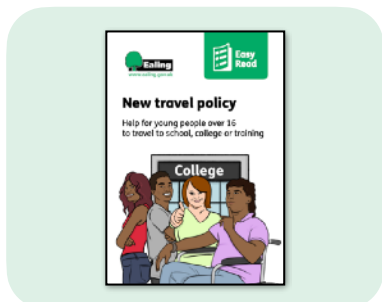
# About this booklet



Ealing Council provides help with travel to school and college for many children and young people in Ealing.



This includes things like free bus and train passes, fuel money for parents and carers, and council vehicles to take children on their journey.



This booklet explains our new **travel policy** for young people over 16 years old.

The new policy includes changes we are suggesting to help young people who are:



- 16 to 19 years old and need extra support to travel to school or college.



- 19 to 25 years old with Special Educational Needs and Disabilities (SEND), and need support to travel to college or training.

# What is different about the new travel policy?

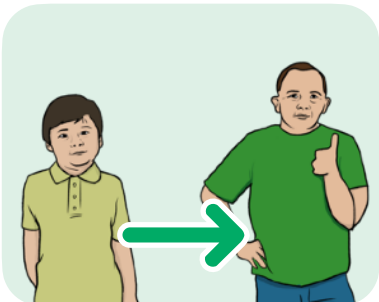


In the new travel policy, we want to focus on helping young people who need our support the most.



We want to help them to:

- Be able to do more for themselves.



- Get ready for adult life.

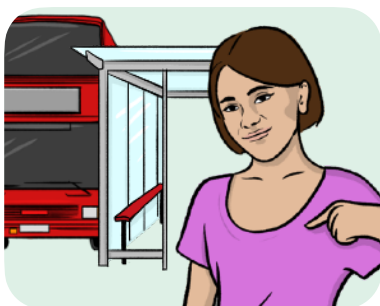


- Learn the skills they need to get a job.

# Help for 16 to 19 year olds



Ealing Council gives free bus, train and tram travel to all young people, aged 16 to 19, who go to school or college.



We may also provide some extra help for young people who need it.

Next, we will explain:



- How we decide who can get help.



- The different types of help that are available.

# How we decide who can get help

When we decide which young people can get extra help to travel, we have to think about things like:



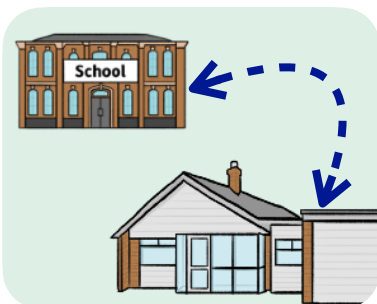
- If the young person already gets money to help pay for their education.



- If the young person can travel on their own.



- What the young person needs help with at school.



- How far the young person lives from school or college.

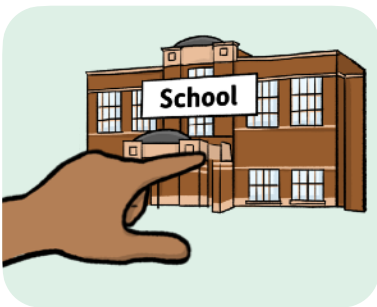
When we decide, we also have to think about:



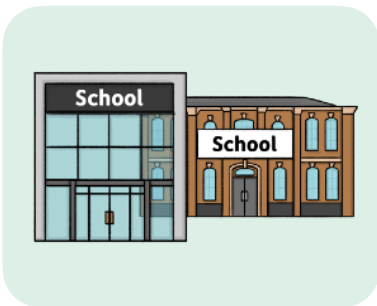
- How much it costs to help the young person.



- The best way for the young person to travel to school or college.



- Why the young person wants to go to one school or college, and not another.



- If there are other schools or colleges the young person could go to instead.



We also have to look at information from people who work with the young person and their family.



# The different types of help that are available

## Arranged transport



**Arranged transport** means council vehicles, like minibuses, that can take your child to and from school or college.



If we give your child a place in one of our vehicles, they will be collected and dropped off at the start and end of the school day.



If your child starts late or finishes early, they will not be able to travel in our vehicle.



Instead, you will need to arrange to collect or drop your child off.



You could ask the school or college to look after your child at the start or end of the day, so they can travel in our vehicle.

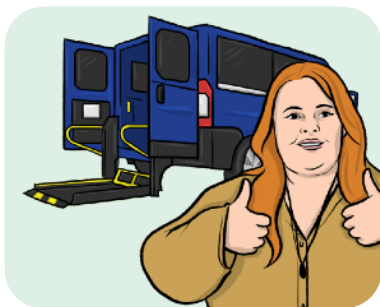


For example, if the council vehicle drops children off at 9am, but your child's lesson does not start until 10am, the school may agree to look after your child during that first hour.

## Collection points



**Collection points** are like bus stops. They are a place where vehicles can stop to collect or drop children off.



Our vehicles will collect your child from home or a collection point.

# Paying towards the cost of arranged transport



If we are helping your child to travel to school or college in one of our vehicles, we will ask you to pay towards the cost.



**£380**

Parents and carers on **low income** will be asked to pay £380 per year.



**Less**

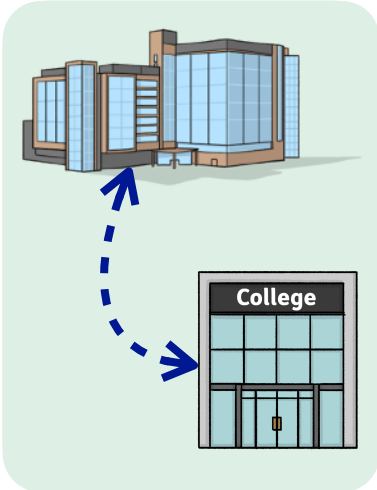
**Low income** means you live on less money than most other people.



**£1140**

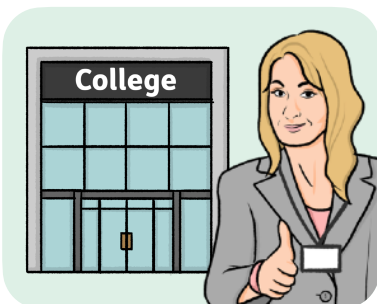
All other parents and carers will be asked to pay £1140 per year.

# When a young person goes to more than one school or college



Some young people will need to go to different places to get their education.

For example, your child may have some lessons in college, and some lessons in another place outside of college.



The school or college should arrange your child's travel to and from the other place, and pay for it.

# Personal Independence Budget (PIB)



A **Personal Independence Budget (PIB)** is money that is given to someone to spend on their own travel.



Families can use the money to make travel arrangements that are best for their child.



You could arrange to:

- Take your child to school or college in your car and use the money to pay for fuel.



- Pay a carer to travel with your child, to and from school or college.



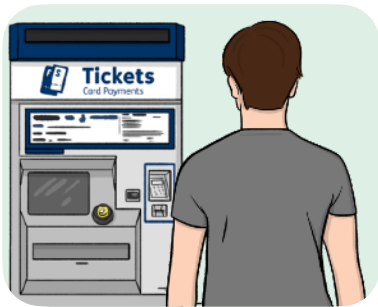
- Pay for a bus or train pass for you or a carer to travel with your child.

# Independent travel training

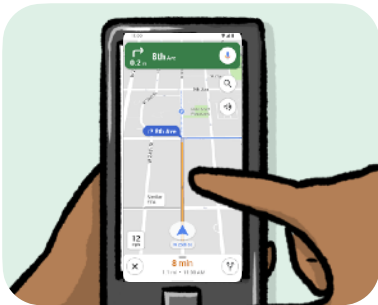
**Independent travel training** teaches young people about travelling on their own, including:



- How to use public transport.



- How to buy tickets and ask for help.



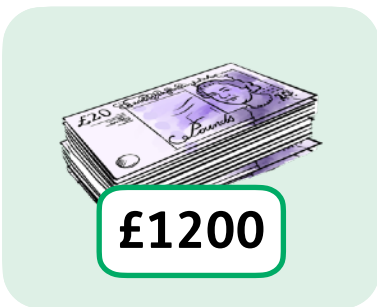
- How to get around and stay safe.

# Bursary

A **bursary** is money that can be used to pay towards a young person's education, including:



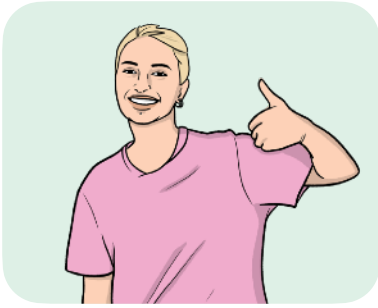
- Clothes, books and equipment for school or college.
- Food at school or college.
- Travel to school or college.



Some young people aged 16 to 19 may be able to get up to £1,200 per year.



This depends on things like what the family can afford, and if the young person gets any extra money for a disability, like disability living allowance.



Some young people aged 19 to 25 may also be able to get some money from a bursary.



To find out more about bursaries, you can talk to your child's school or college.



Or visit the government website:  
[www.gov.uk/1619-bursary-fund](http://www.gov.uk/1619-bursary-fund)



# Help for 19 to 25 year olds



Ealing Council will support some 19 to 25 year olds with Special Educational Needs and Disabilities (SEND), who need help to travel to their college or training.

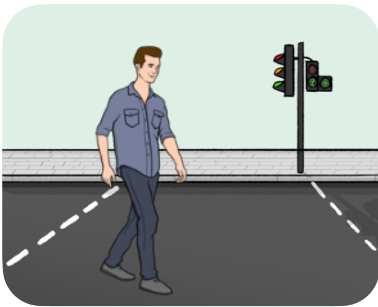


Next, we will explain how we decide which young people we can help.

# How we decide who can get help



We must decide which young people need our help with travel to college or training the most.



To help us decide who we will help, we need to know:

- How the young person is able to get to their college or training.



- What other options have been thought about before asking the Council for support.



- If a family member or carer can take the young person to their college or training.

To help us decide who we will help, we also need to know:



- If the young person gets any extra money for their disability, like disability living allowance.



- If the young person is already getting help with travel from the Council's social care team.

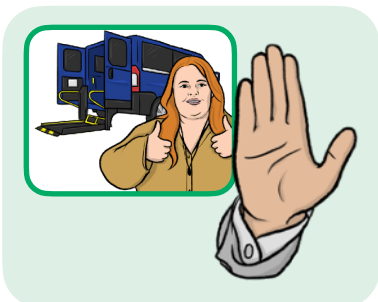
# If you disagree with our decision



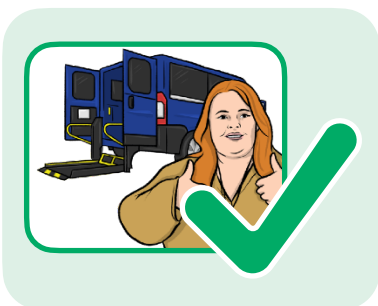
If we decide that we cannot help your child to travel to college or training, you can **appeal**.



An **appeal** is when you disagree with a decision and ask for it to be changed.



We might decide to stop the help we are giving to your child now.

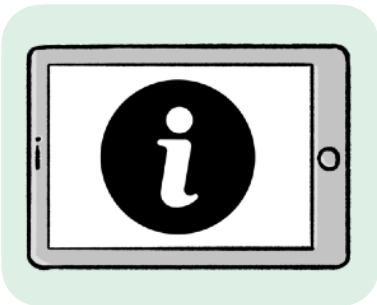


If this happens and you appeal, we will carry on helping your child until we have finished looking into your appeal.

# How to appeal



If you disagree with our decision, you can appeal by sending an email to: [senta@ealing.gov.uk](mailto:senta@ealing.gov.uk)



Your email should say why you disagree and include any information you think would be helpful when we look at the decision again.



One of our senior officers will look into your appeal and decide whether or not to change the original decision.



They will let you know their new decision within 20 working days.

# If you disagree with the new decision



If you disagree with the new decision, you can appeal again within 20 working days.



This time, your appeal will be looked at by a group of people called a **panel**.



The panel will decide whether or not to change the decision about help for your child.

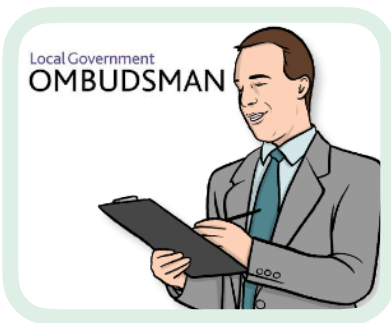


They will let you know their decision within 40 working days.

## If you still disagree



If you still disagree with the decision after the second appeal, you can complain to the **Local Government Ombudsman**.



The **Local Government Ombudsman** is an independent organisation that looks into complaints about local councils.



You can contact them by:

Phone: 0300 061 0614



Or go to their website:

[www.lgo.org.uk/make-a-complaint](http://www.lgo.org.uk/make-a-complaint)

# How to complain about the help we have provided



If you are unhappy with the help we have given your child to travel to college or training, you can complain.



To complain, please go to our website:  
[www.ealing.gov.uk/info/201033/  
council\\_and\\_local\\_decisions/516/  
complaints](http://www.ealing.gov.uk/info/201033/council_and_local_decisions/516/complaints)



# Find out more



You can look at our website here:

[www.ealing.gov.uk](http://www.ealing.gov.uk)

You can contact us by:



- Post:  
Ealing Council  
Perceval House  
14/16 Uxbridge Road  
Ealing  
W5 2HL



- Phone: 020 8825 5000

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