

Family Voice Family Chat

Transport

Rachel Clarke – Family Voice Norfolk

Niki Park - Head of Passenger Transport

Adam Curtis - TITAN Manager

Will Tait - Transport Officer

Karl Chapman - Independent Travel Manager | HCT Group

Wayne Doman - Local Offer Officer


GENERAL TRANSPORT POLICY - PRE 16

- ▶ Free transport provided for children of statutory school age who attend the nearest catchment or nearest appropriate school for their age and educational needs, provided they meet the relevant age and distance criteria
- ▶ Note: it is the nearest appropriate school, not the best school, that can meet their needs
- ▶ Statutory school age is still 5-16 years despite Raising the Participation Age (RPA)

- ▶ Must live more than 2 miles from school if aged under 8
- ▶ Must live more than 3 miles from school if aged 8 or over,
 - unless the family is on a qualifying low income in which case it is 2 miles
- ▶ High school children from families on a qualifying low income can receive free school transport to one of the 3 nearest appropriate schools, between 2 and 6 miles away

- ▶ Free transport may also be provided when a student lives under the qualifying distance if:
 - ▶ they are unable to walk to school due to mobility problems, a severe medical condition or health and safety risks
 - ▶ they need to be accompanied and parents are unable to accompany them due to a physical disability or other severe medical condition

▶ Other key points

- ▶ Only provided at the start and end of the normal school day. For SRBs this means the start and end time of the main school
 - ▶ Only provided to the main site of the school
 - ▶ Only provided from the pupil's main address, unless we can do transport from another address at no extra cost
- 
- A series of three parallel white diagonal lines in the bottom right corner of the slide.


TRAVEL ASSISTANCE – POST 16

- ▶ NCC has a clear policy regarding where subsidised transport will be provided to, based on core route areas
- ▶ It is expected that transport for students with special needs is provided on the same basis
- ▶ Any request for transport which does not follow this policy needs to be fully explained
- ▶ Can be provided up to age 25 for students with an EHCP. Otherwise it's to age 19
- ▶ All travel assistance is subject to an annual financial contribution of £525 or £393, unless the student is in year 15 and has an EHCP


▶ Other key points

- ▶ must be attending a full-time course (approx 14 hours/week)
- ▶ transport provided to main site only
- ▶ transport provided at start and end of standard day only
- ▶ main policy regarding 3-mile qualifying distance applies

WHAT WE PROVIDE

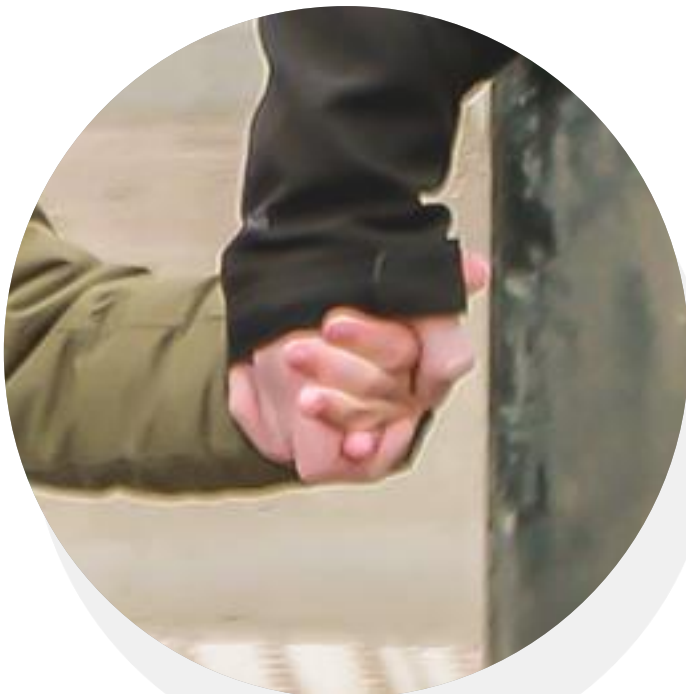
- ▶ Travel assistance that is appropriate to the needs of each child
 - ▶ This does not mean a passenger assistant for each child – this will be determined based on need and the number of children in the vehicle
 - ▶ Transport has to be put out to tender on a regular basis, therefore drivers and passenger assistants will change while your child is at school
 - ▶ We ask all transport staff to arrange a meet and greet with you and your child before they start the transport
- 

HOW YOU CAN HELP

- ▶ We would like to understand your children more, therefore the more information you can give us the better
 - ▶ We ask that your child is ready for the scheduled pick-up time and that you look out for the vehicle
 - ▶ We ask that you are at home at the end of the day to receive your child, but let us know what to do if at any time you aren't there
 - ▶ We ask that you inform us of any changes in your circumstances, e.g. change of phone number
- 
- A series of three parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.

Norfolk's Local Offer Website







What could this look like for your young person?

- ✓ Safety
- ✓ Planning
- ✓ Time
- ✓ Money
- ✓ ?

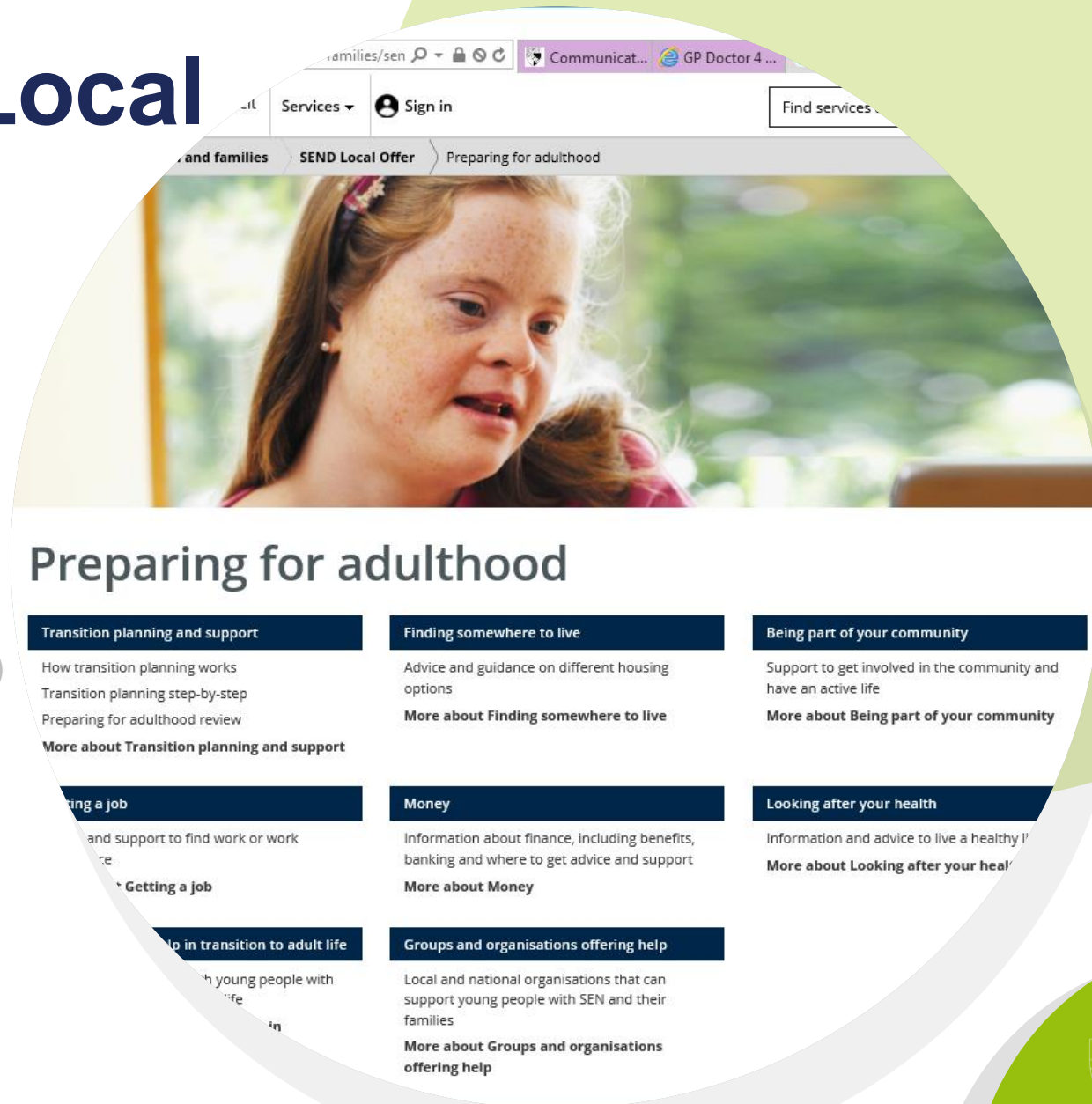


And their future life



What is on the Local Offer to help

- ✓ Preparing for adulthood
- ✓ LO for children and young people
- ✓ School and college transport
- ✓ TITAN
- ✓ Personalised Travel Scheme (PTS)
- ✓ Independent Travel Training



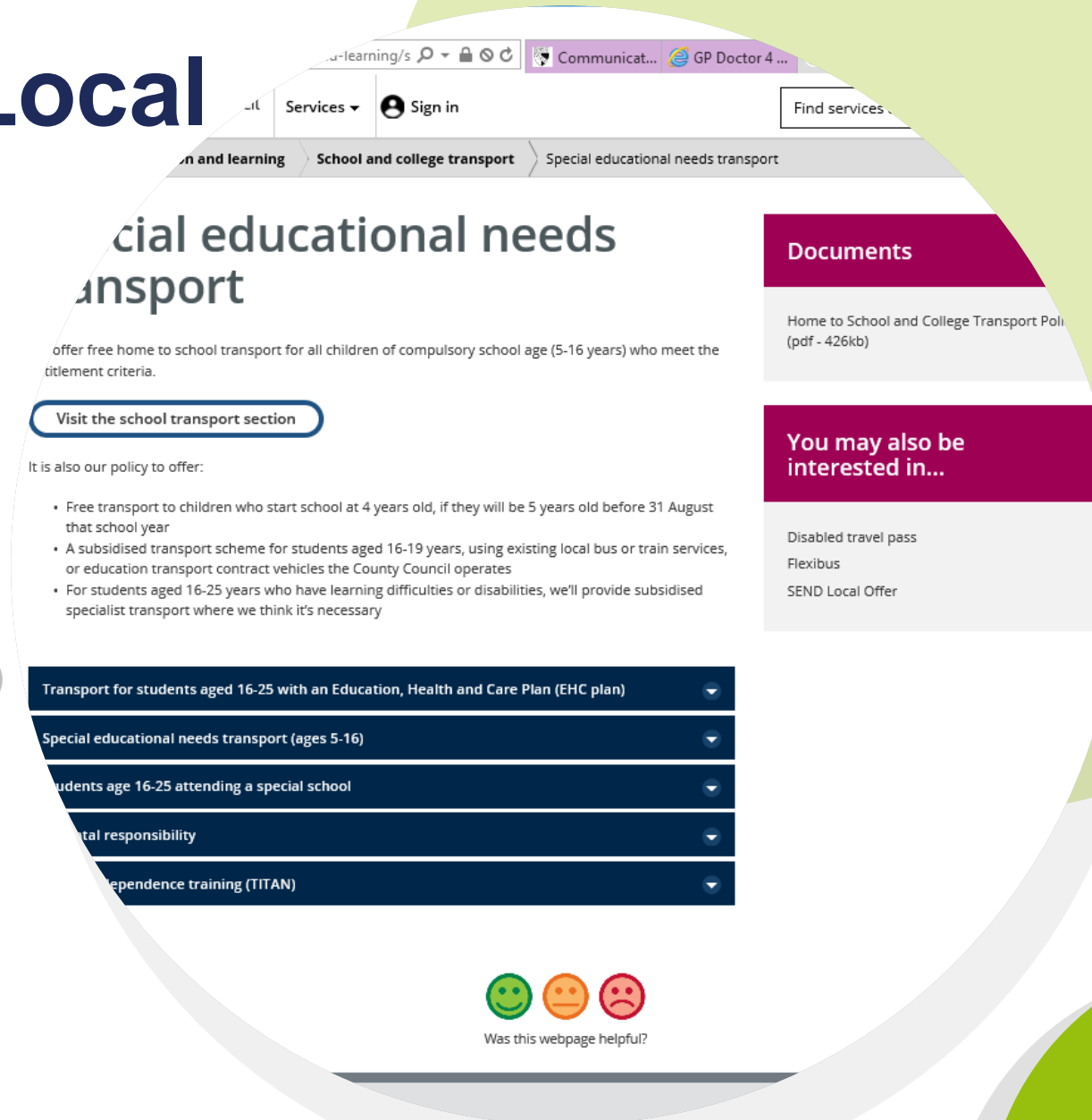
What is on the Local Offer to help

- ✓ Preparing for adulthood
- ✓ LO for children and young people
- ✓ School and college transport
- ✓ TITAN
- ✓ Personalised Travel Scheme (PTS)
- ✓ Independent Travel Training



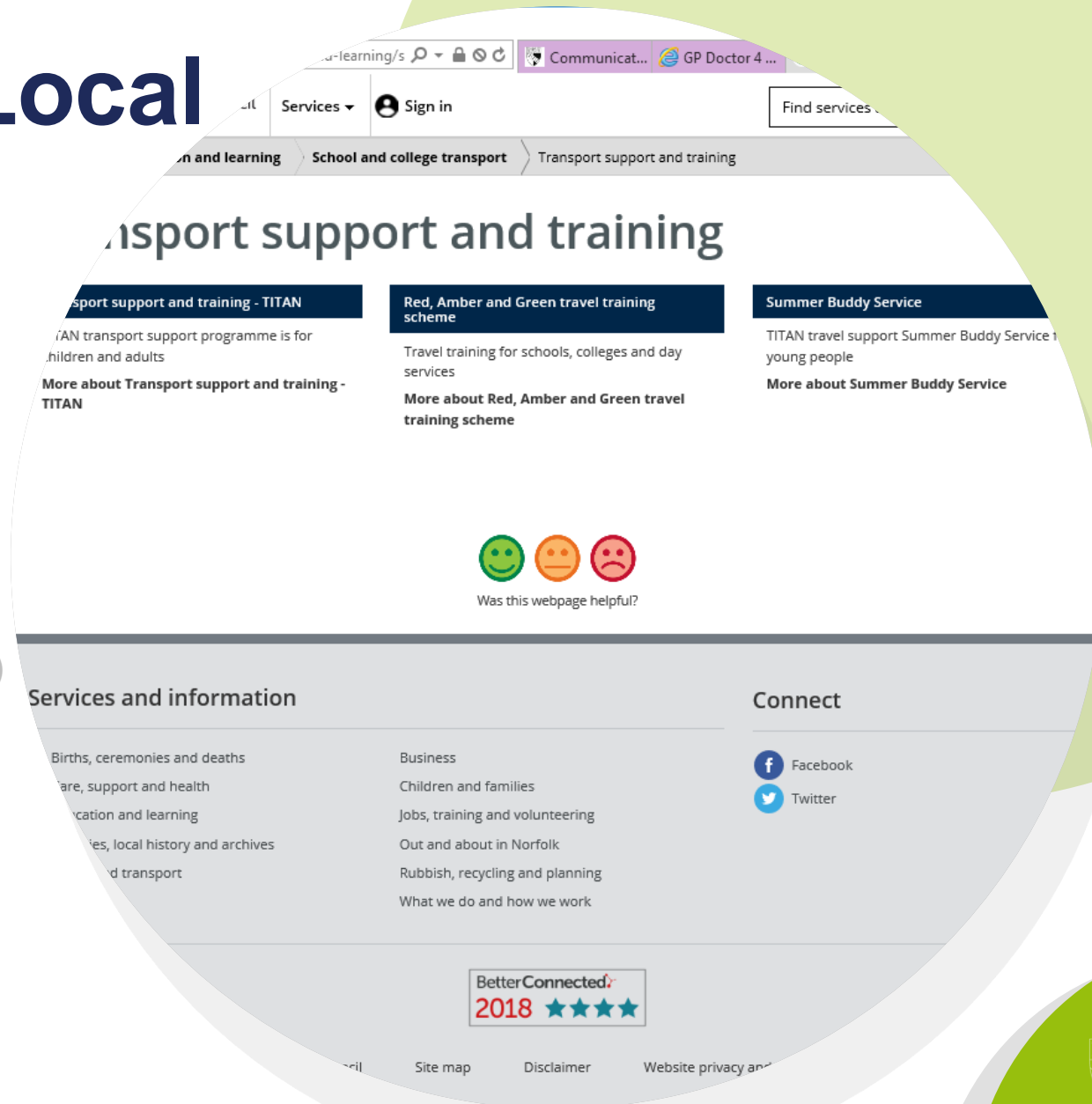
What is on the Local Offer to help

- ✓ Preparing for adulthood
- ✓ LO for children and young people
- ✓ School and college transport
- ✓ TITAN
- ✓ Personalised Travel Scheme (PTS)
- ✓ Independent Travel Training



What is on the Local Offer to help

- ✓ Preparing for adulthood
- ✓ LO for children and young people
- ✓ School and college transport
- ✓ TITAN
- ✓ Personalised Travel Scheme (PTS)
- ✓ Independent Travel Training



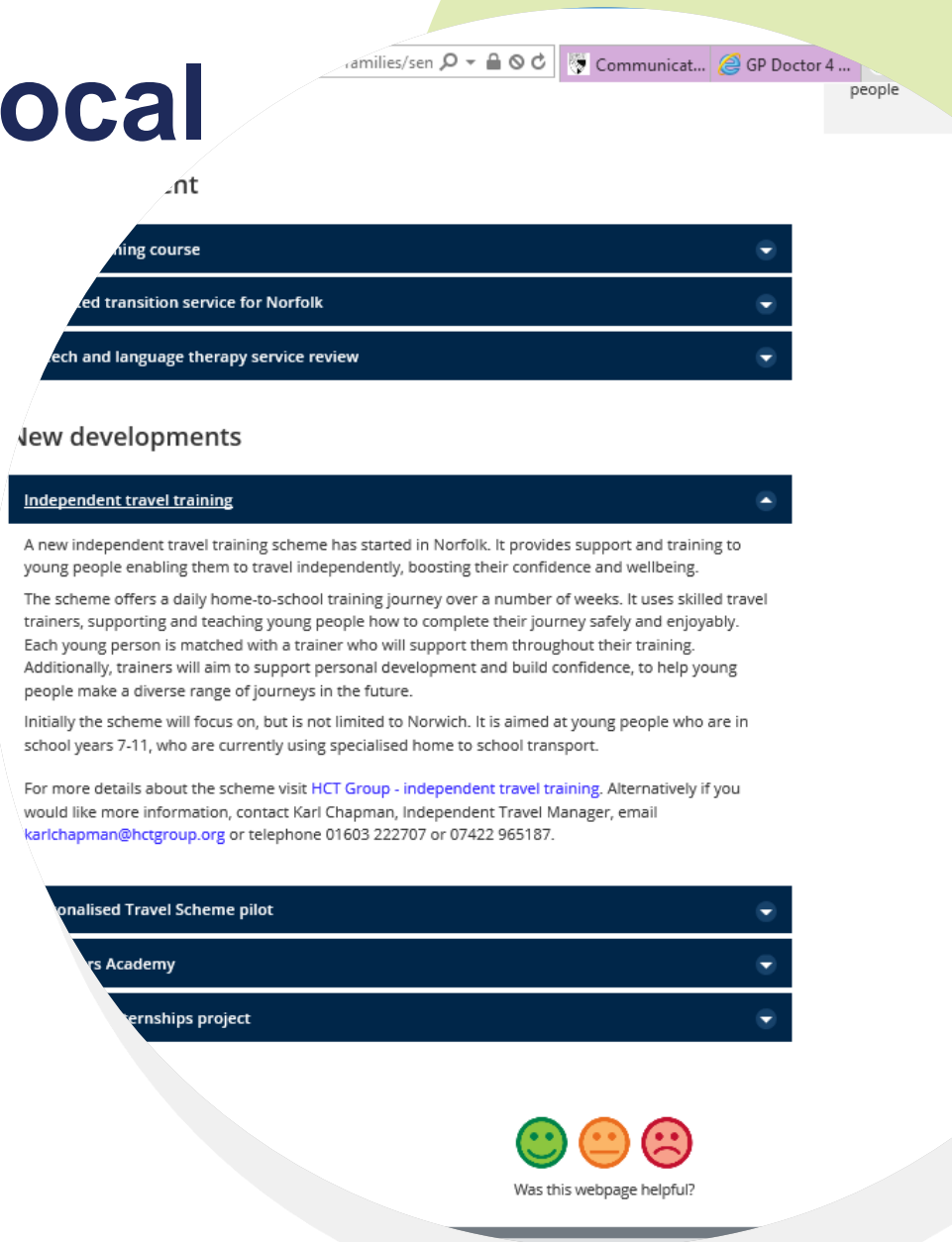
What is on the Local Offer to help

- ✓ Preparing for adulthood
- ✓ LO for children and young people
- ✓ School and college transport
- ✓ TITAN
- ✓ Personalised Travel Scheme (PTS)
- ✓ Independent Travel Training



What is on the Local Offer to help

- ✓ Preparing for adulthood
- ✓ LO for children and young people
- ✓ School and college transport
- ✓ TITAN
- ✓ Personalised Travel Scheme (PTS)
- ✓ Independent Travel Training



Norfolk's Local Offer Website

Thank you for listening. If you have any questions please email send@norfolk.gov.uk



Personalised Travel Scheme (PTS)

An Innovative Travel Pilot



Will Tait, Transport Officer,
Education High Needs SEND Service

What is the Personalised Travel Scheme?

The **PTS** is a pilot scheme offering a sum of money to families of children with SEND to organise their child's own home to school transport, in lieu of other Local Authority provided specialist transport such as taxis and minibuses.



This is an **optional** arrangement.

Details of the pilot scheme

We are aiming for 200 interested families to work with us to test the scheme

Launched at
Family Voice
Conference
on 10th
March 2018

The pilot will
run for
approximately
12 months

Hoping for a
cross-section of
different family
scenarios and
school journeys

Who can apply?

The PTS is for the families of children and young people aged 5-25 **with or without an EHCP**

Children in **any school setting** can apply

In order to receive a PTS, children and young people must be **eligible for specialist transport**

How is the PTS calculated?

The payment is fairly and consistently applied, based on distance from home to school, paid in arrears, in the following month.

The PTS includes a “safety net” called the Additional Support Allowance (ASA) – usually £500.

The amount is calculated using HMRC mileage rates:

- ✓ 50p/mile up to 10,000 miles a year
- ✓ 30p/mile on everything over 10,000 miles

The Payment Cycle

Payments are made in arrears, based on the number of school days in that month. So there is no payment for August.

Example:

September 2018 payments cycle began Monday 1st October and the payment expected in the payee's account by **Friday 5th October**

1st working day of the month – payee details sent to Finance teams.

Finance team transacts payments on Tuesdays or Thursdays, depending on how the days fall that month.

Payments are processed on Wednesdays or Fridays

May take 2-3 working days for payments to appear in payee's bank account

What are the benefits for families?

- ✓ **Flexibility**
 - Families
 - Organisations
- ✓ **Extra-curricular opportunities**
- ✓ **Peace of mind**
- ✓ **Potential for shorter journeys**
- ✓ **Improved travel experience**
- ✓ **School community involvement**
- ✓ **A claimable Additional Support Allowance held in reserve for contingencies**

“I can fit the travel around college, rather than fitting college around the taxi”

“My son is really happy that he can now do the after school clubs, especially the football team for the school, which he couldn’t attend before”

Things to consider

- The PTS is completely **optional** - families can opt out at any time (with 10 working days' notice)
- When signing up to the PTS, **parents/carers will be responsible for organising their child's home to school transport**
- We strongly recommend that families consider back-up arrangements (with an ASA held in reserve if needed to be claimed)
- Families should check their individual circumstances with regarding benefits and tax, if applicable. The Local Offer website has a page for [organisations offering money](#) advice, or contact the [HMRC helpline](#).

How can families apply?

To get more information or to get a personalised quote, families can visit Norfolk's **Local Offer** page and search Personalised Travel Scheme or call **01603 223168**.

<https://www.norfolk.gov.uk/children-and-families/send-local-offer/about-the-local-offer/personalised-travel-scheme-pilot>

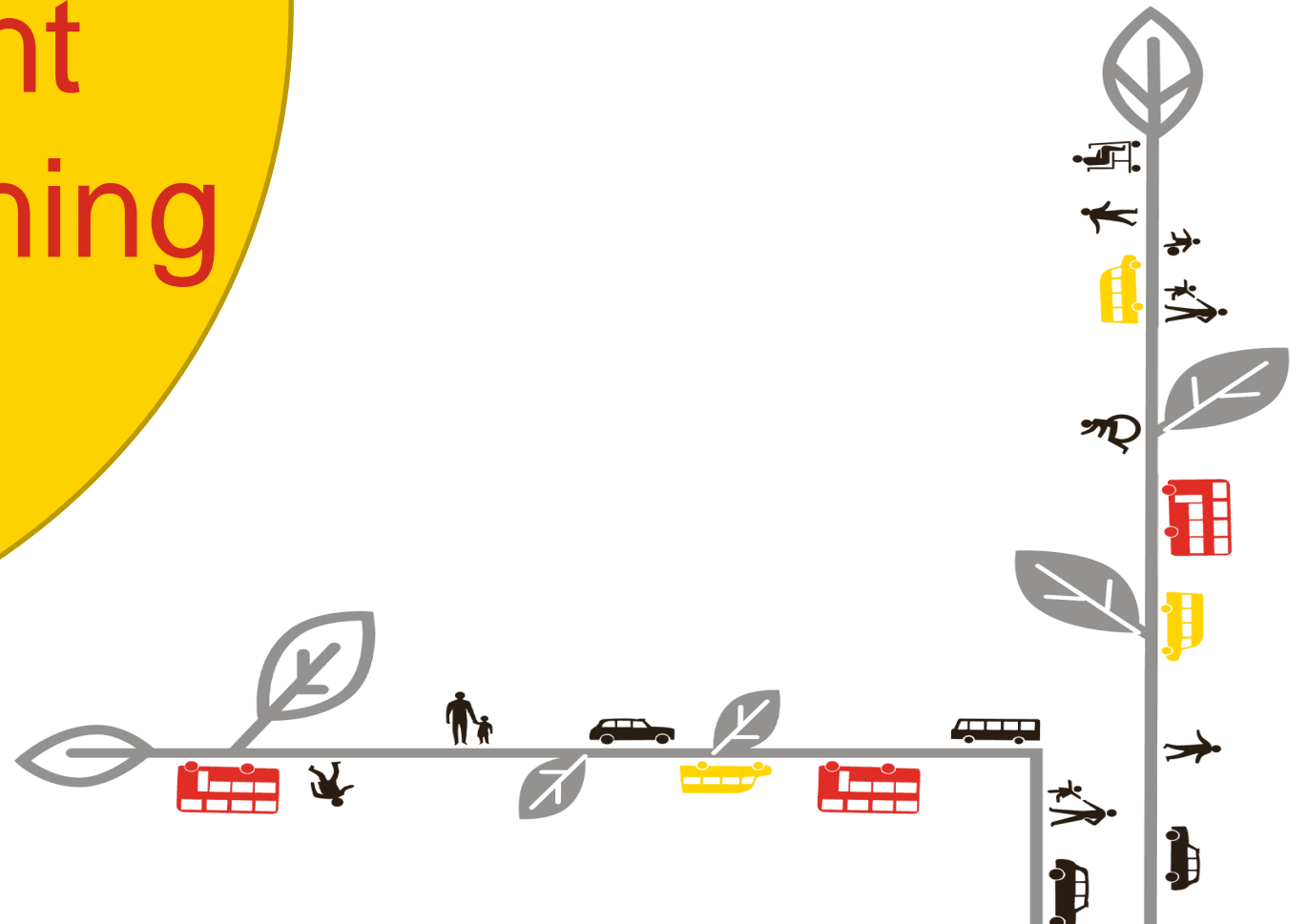


Thank you!

**Any
Questions?**

To discuss the scheme call 01603 223168
Will Tait, Transport Officer

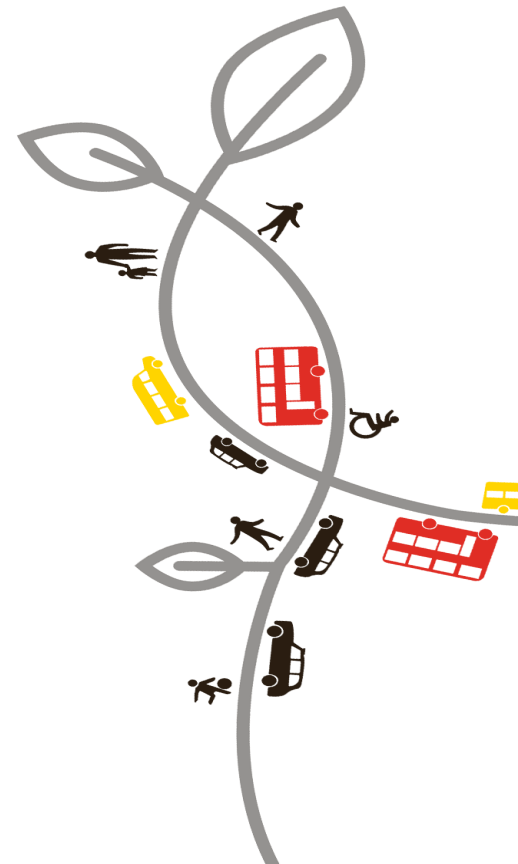
Independent Travel Training



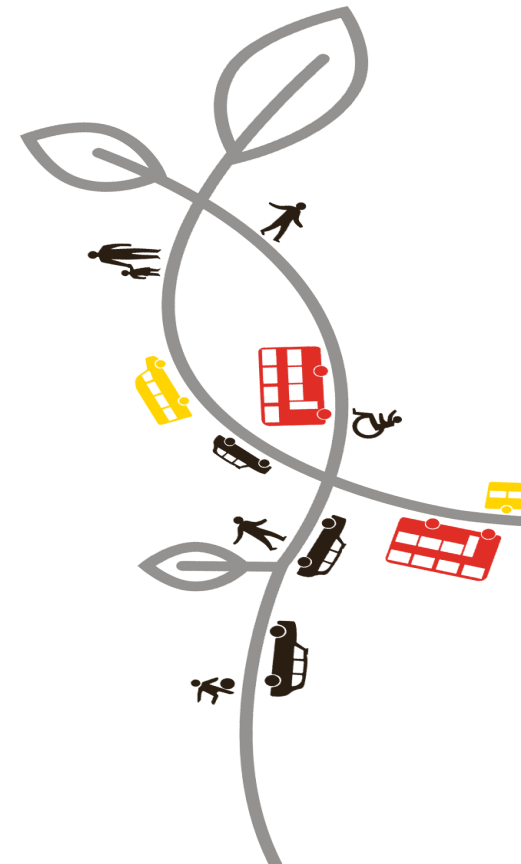
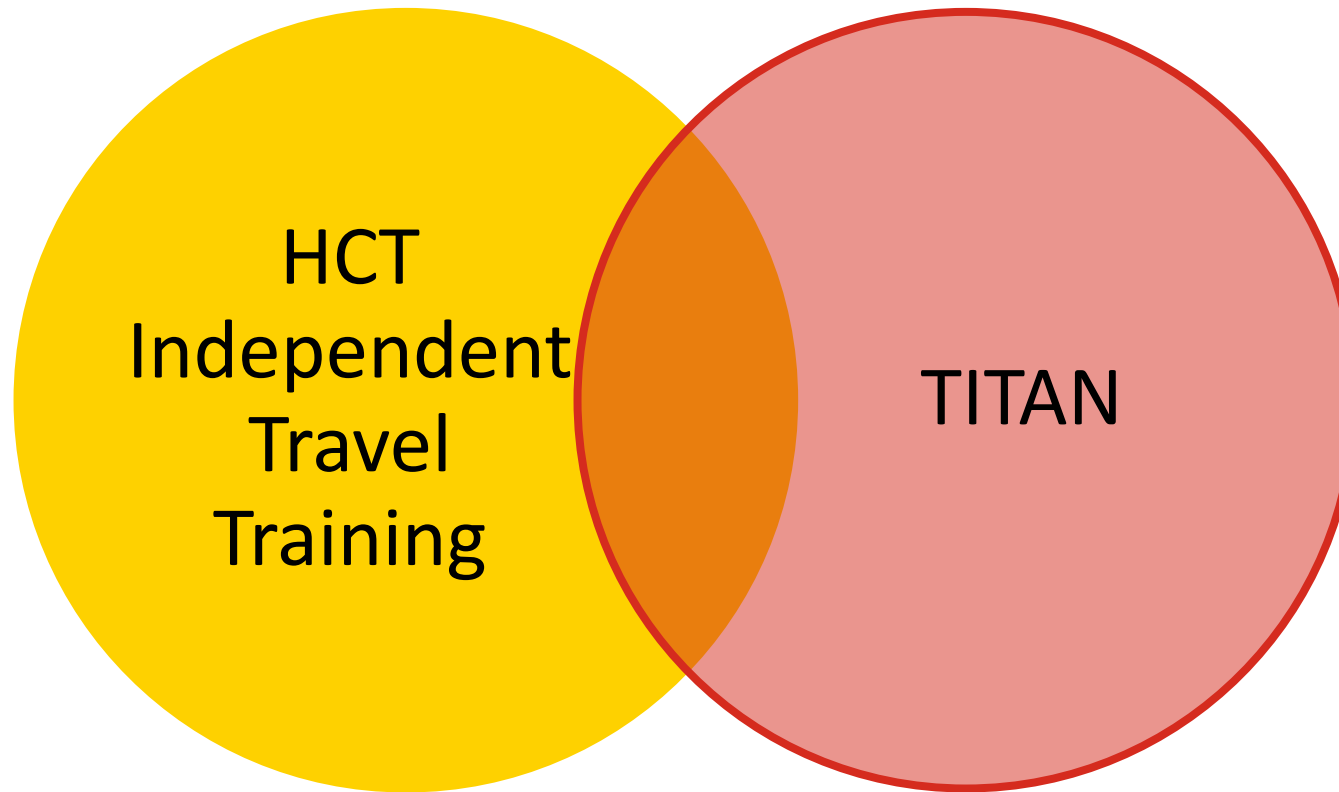
About HCT Group



- HCT Group is a social enterprise formed from roots in the transport industry.
- We deliver a range of services – including; London red buses, social services, school transport, community transport, education/training and of course **Independent Travel Training.**
- We reinvest further into services or projects in the communities we serve.

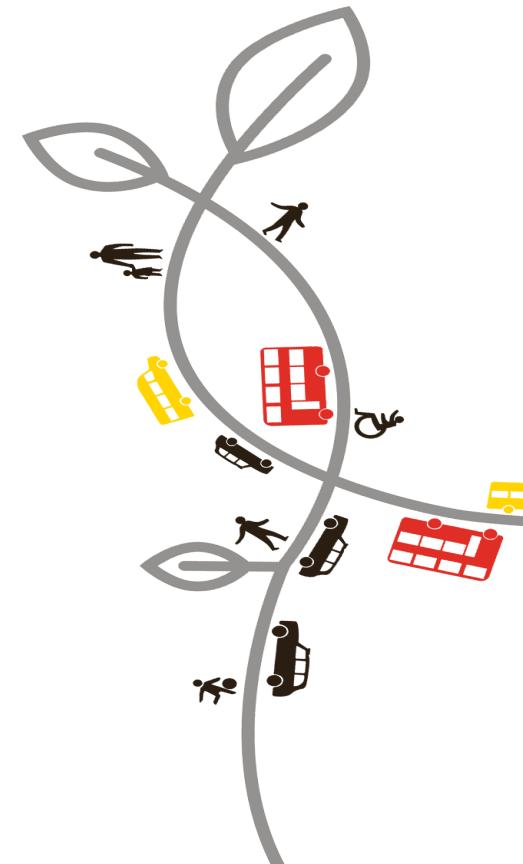
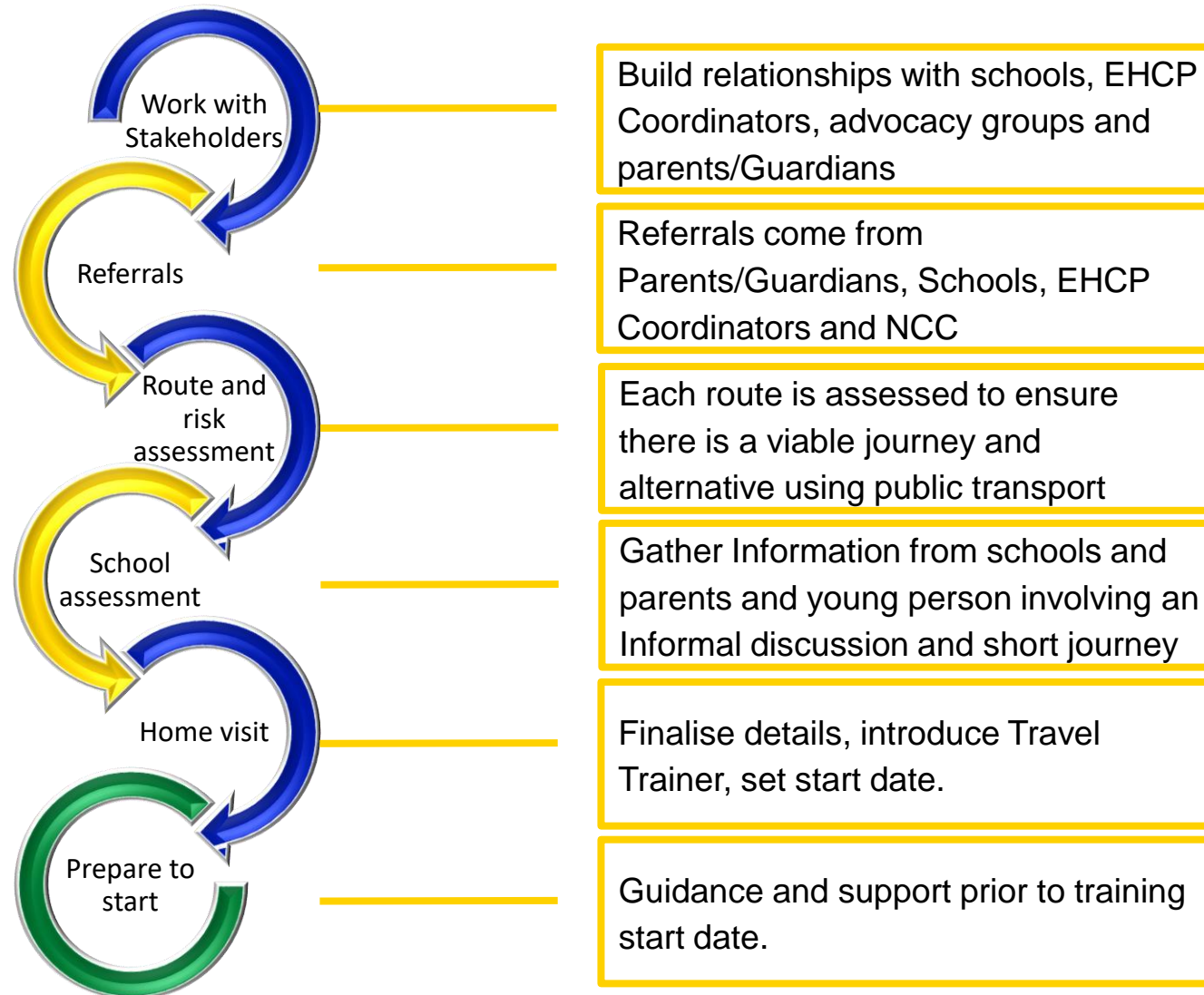


HCT Independent Travel Training & TITAN



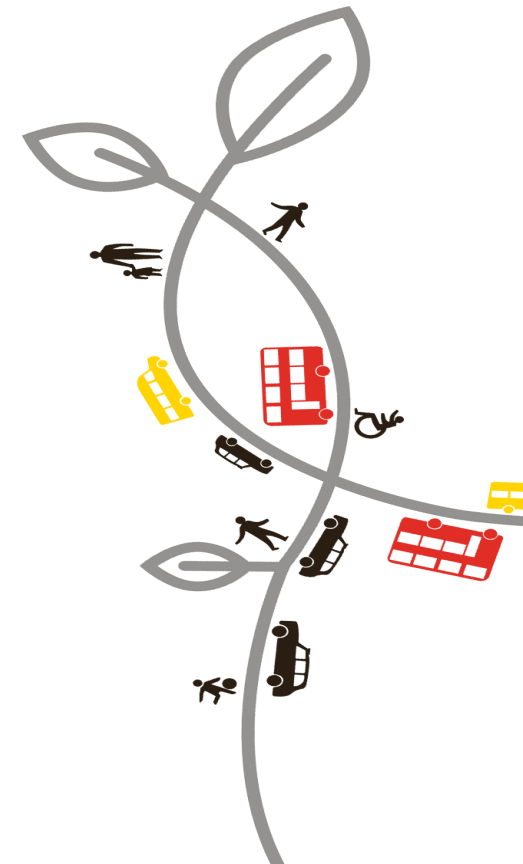
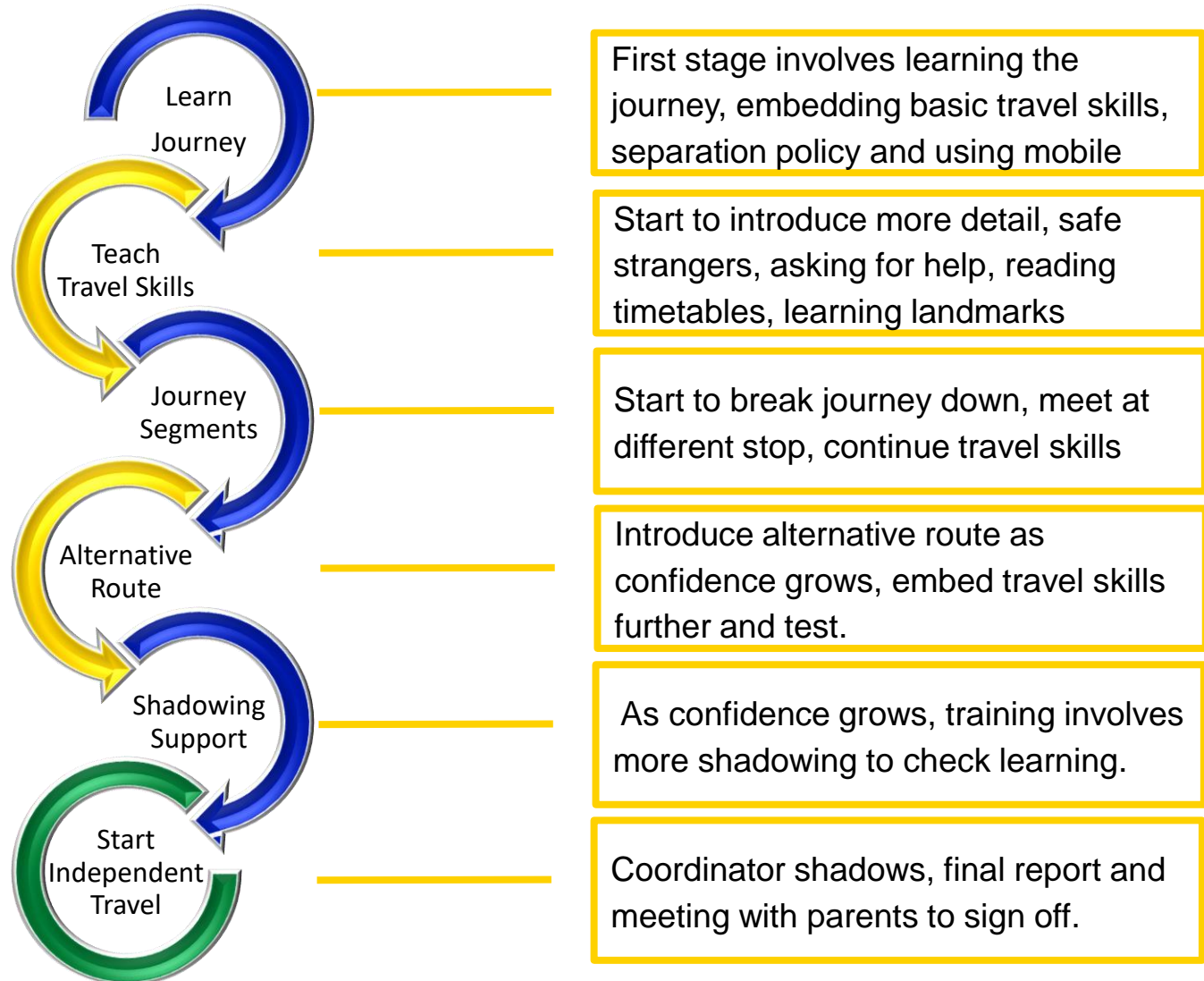
How Travel Training Works

Referrals & Planning



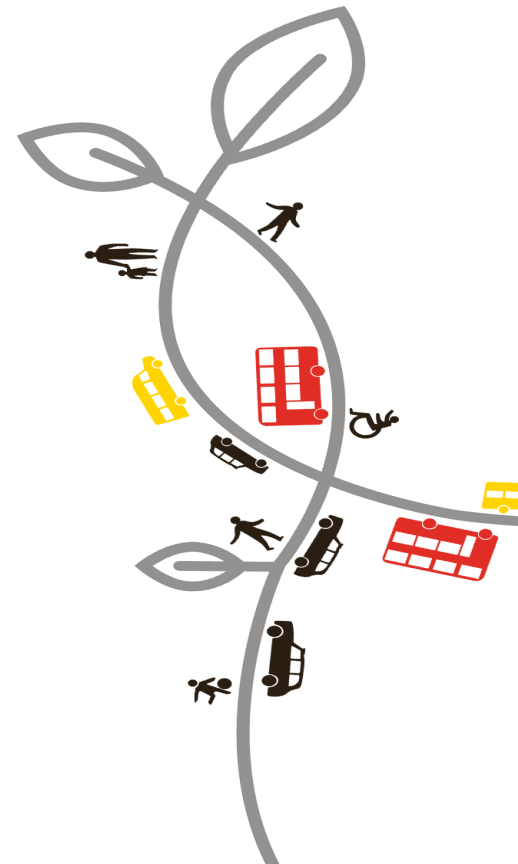
How Travel Training Works

Delivery of Travel Training



The Benefits of Travel Training

Young people, Families &
Schools provide lots of
examples of the positives of
Travel Training



Emily's Experience

- Emily's first week consisted of learning some basic travel skills and orientation of the route, as well as getting to know Carla building a good rapport during training. ***"I was nervous on my first day but after a couple of days my nerves went."***
- Once settled in Emily and Carla worked together to progress training at a pace that was right for Emily. Her confidence grew as she progressed each day through the training, ***"I was surprised at first. I wasn't sure I could do all that"***.
- There is no set time limit for training as each young person will progress at a different pace. Emily's training lasted just over 6 weeks and she felt the pace of training was right for her, ***"Carla explained everything well, lots of texts and I always knew what was happening next."***



Emily's Mums Experience

- Mrs. Sewell was pleased with the way the process of training worked, ***“Everything was explained really well before training started and Carla communicated with us every day so that we knew what was going on”.***
- Although understandably nervous about the start of training Mrs. Sewell would recommend the process to other families ***“I’m proud of Emily and training has helped her become more confident and independent”***



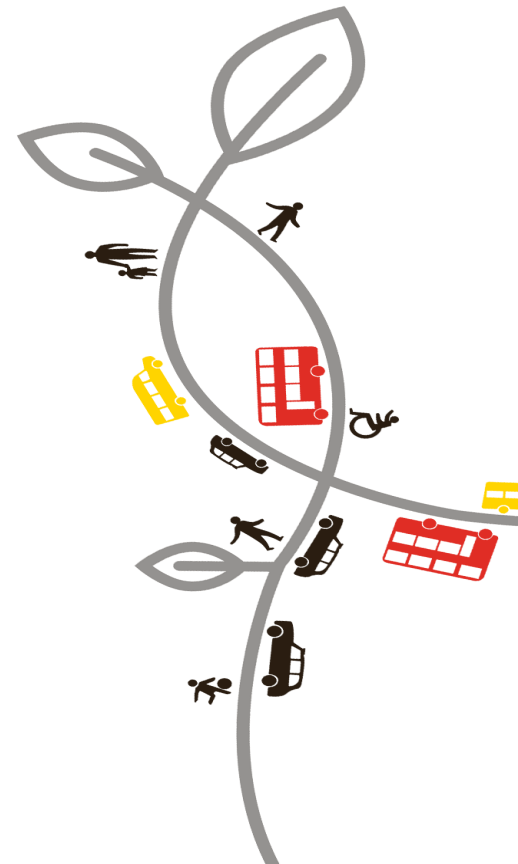
Positive Feedback

- “I am delighted that Peter has reached this point and I must congratulate (your team) on this achievement. Providing parents are happy and confident then we must allow Peter an opportunity to progress to the next stage of independence.” – **Head teacher**
- “I did have concerns about their vulnerability but I’m really grateful they have the opportunity to become more independent and was really reassured to know how intensive the training is and that so many checks are made to see they would be safe to travel.” – **Parent**



Eligibility & How to Take Part

- The Travel Training programme is for young people who:
- Are in school years 7-11
- Live in the county of Norfolk
- Currently use specialist transport



Additional Details & Contact

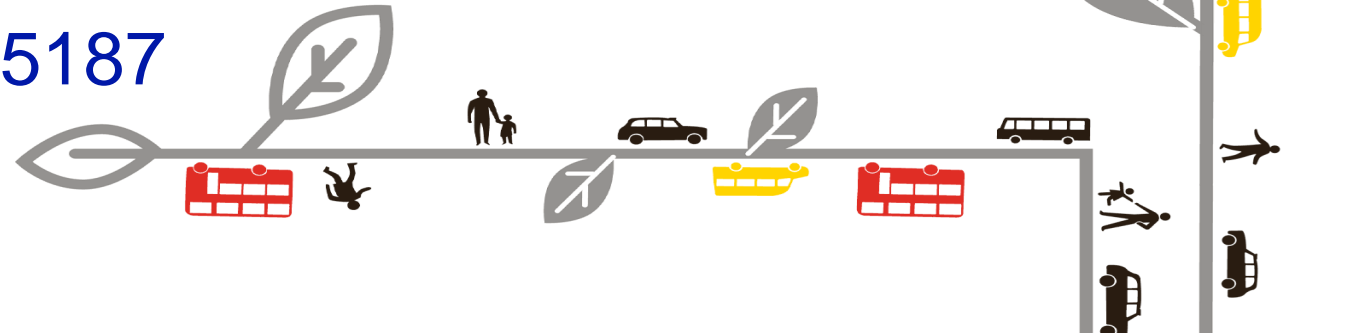
If you would like your child to learn how to travel independently please contact

Karl Chapman, Independent Travel Manager

Email: karlchapman@hctgroup.org.

TEL: 01603 222707

Mobile: 07422965187



TITAN

Travel & Independence Training Across...

- Norfolk
- The Nation
- The Nations



TITAN - Divided

Summer Buddy Service

- ▶ Led by the TITAN team
- ▶ Aims to support the transition from school to college and encourages young people to become independent travellers.
- ▶ Post 16 students
- ▶ Available throughout a students time in education



White, Red, Amber and Green

- ▶ Led by Educational Establishments with support from TITAN team
- ▶ Aims to build independence skills step by step throughout a young persons time in a school/college
- ▶ Pre & Post 16 students
- ▶ Available throughout a students time in education (from year 7)

“TITAN is a programme which clearly caters for specific students with specific needs. It complies with government recommendations and obviously works.”

OFSTED 2013

“[TITAN IS] a model of excellence. As a result, learners are able to get themselves out and about easily and with confidence. ‘We go out for walks, hop on buses and we can get in and out of the city easily and safely.’

OFSTED 2016 – Parkside Report

White, Red, Amber and Green

- ▶ A programme based on a series of small tasks, repeated and recorded until an individual is proficient at the relevant tasks for that stage
- ▶ The programme begins with a task such as being able to recite your own name and ends with tasks such as being able to travel independently to a specific location somewhere within the County
- ▶ The tasks comprehensively cover the abilities necessary to travel independently. A student will then focus on the areas where improvement is needed for them
- ▶ The individual is then tested at the stage which indicates their level of independence
- ▶ TITAN supports the delivery of the programme throughout with resources to reward achievement and to support the learning process



TITAN - Summer Buddy Service

- ▶ All student leaving entering post 16 education or leaving special school must apply for post 16 transport
- ▶ www.norfolk.gov.uk/titan Deadline: 1st May
- ▶ Initial house visit lead by senior member of the team
- ▶ Who are the Travel Trainers...?

Summer Buddy Service

- ▶ Our promise is clear: where an eligible student requires specialist transport, it will be provided
- ▶ Our aim is to support our students to become as independent as possible... small achievements to full independence
- ▶ Outcome of support...
- ▶ Independent traveller: safehavens and post 16 programmes
- ▶ Further support required: taxi transport and further support

To contact the team

TITAN@norfolk.gov.uk
(01603) 228811



Norfolk County Council

Family Voice Family Chat

Thank you for listening, from

Rachel Clarke – Family Voice Norfolk

Niki Park - Head of Passenger Transport

Adam Curtis - TITAN Manager

Will Tait - Transport Officer

Karl Chapman - Independent Travel Manager | HCT Group

Wayne Doman - Local Offer Officer