# 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 <u>statutory</u> <u>school age</u> 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 <u>appropriate</u> school, not the <u>best</u> 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

#### 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

## Norfolk's Local Offer Website



Get involved

SEND Local Offer in development Training, events and things to do SEND provision

#### SEND Local Offer

FND Local Offer?

ocal Offer in development

ws, views and reviews

#### Support for learning

Concerns about progress

Special educational needs (SEN) support Education, health and care (EHC) plans

More about Support for learning

#### SEND Local Offer for children and yo people

Area of SEND Local Offer designe for children and young people

More about SEND Local / and young people

Social car

#### Health

Find a health service

services for children and young per



















## What could this look like for your young person?

- ✓ Safety
- ✓ Planning
- ✓ Time
- ✓ Money
- **√** ?





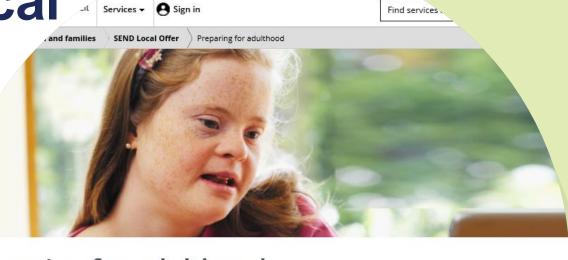
And their future life





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



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#### Preparing for adulthood

#### Transition planning and support

How transition planning works Transition planning step-by-step Preparing for adulthood review

More about Transition planning and support

#### Finding somewhere to live

Advice and guidance on different housing options

More about Finding somewhere to live

#### Being part of your community

Support to get involved in the community and have an active life

More about Being part of your community

#### a job

and support to find work or work

Getting a job

#### in transition to adult life Groups and organisations offering help

Money

More about Money

h young people with

Local and national organisations that can support young people with SEN and their families

Information about finance, including benefits,

banking and where to get advice and support

More about Groups and organisations offering help

#### Looking after your health

Information and advice to live a healthy I'

More about Looking after your heal



# What is on the Local Offer to help Offer to help

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/elcome to the area of the SEND Local Offer which is for young people age 10-2.



































What is on the Local Offer to help

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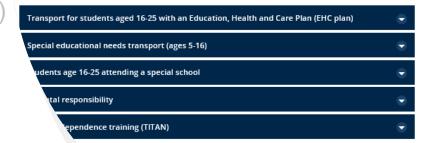
offer free home to school transport for all children of compulsory school age (5-16 years) who meet the titlement criteria.

School and college transport

Visit the school transport section

It is also our policy to offer:

- Free transport to children who start school at 4 years old, if they will be 5 years old before 31 August that school year
- A subsidised transport scheme for students aged 16-19 years, using existing local bus or train services, or education transport contract vehicles the County Council operates
- For students aged 16-25 years who have learning difficulties or disabilities, we'll provide subsidised specialist transport where we think it's necessary



#### **Documents**

Find services

Communicat... @ GP Doctor 4 ...

Special educational needs transport

Home to School and College Transport Polic (pdf - 426kb)

#### You may also be interested in...

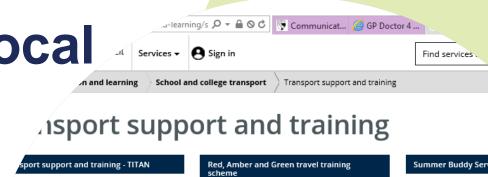
Disabled travel pass Flexibus SEND Local Offer





What is on the Local Offer to help

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Travel training for schools, colleges and day

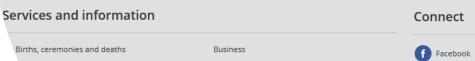
More about Red, Amber and Green travel training scheme

#### Summer Buddy Service

TITAN travel support Summer Buddy Service young people

More about Summer Buddy Service





are, support and health Children and families cation and learning Jobs, training and volunteering 'es, local history and archives Out and about in Norfolk d transport Rubbish, recycling and planning What we do and how we work

(AN transport support programme is for

More about Transport support and training -





Site map

Disclaimer

Website privacy an



## What is on the Local Offer to help

- ✓ Preparing for adulthood
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- ✓ Personalised Travel Scheme (PTS)
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#### sonalised Travel Scheme

#### at is it?

Personalised Travel Scheme (PTS) is a pilot scheme that offers a sum of money to parents and carers the achild or young person who has Special Educational Needs or Disabilities (SEND) to enable them to take their own arrangements to take their child or young person to and from school. This is an alternative to other Local Authority provided transport such as a taxi or a minibus.

You can join this scheme at any time and, if you find it is not working, leave at any time. If your child would qualify to receive free transport from Norfolk County Council in the form of a taxi or minibus, then they would be eligible for this scheme. They do not have to have an Education, Health and Care Plan (EHCP).









What is on the Local Offer to help

ed transition service for Norfolk

ech and language therapy service review

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

#### **Jew developments**



young people enabling them to travel independently, boosting their confidence and wellbeing.

The scheme offers a daily home-to-school training journey over a number of weeks. It uses skilled travel

trainers, supporting and teaching young people how to complete their journey safely and enjoyably. Each young person is matched with a trainer who will support them throughout their training. Additionally, trainers will aim to support personal development and build confidence, to help young people make a diverse range of journeys in the future.

Initially the scheme will focus on, but is not limited to Norwich. It is aimed at young people who are in school years 7-11, who are currently using specialised home to school transport.

For more details about the scheme visit HCT Group - independent travel training. Alternatively if you would like more information, contact Karl Chapman, Independent Travel Manager, email karlchapman@hctgroup.org or telephone 01603 222707 or 07422 965187.









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Was this webpage helpful?



## Norfolk's Local Offer Website

Thank you for listening. If you have any questions please email <a href="mailto:send@norfolk.gov.uk">send@norfolk.gov.uk</a>





# 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 10<sup>th</sup> March2018

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

The pilot will run for approximately 12 months



## 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.

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.

#### **Example:**

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

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?

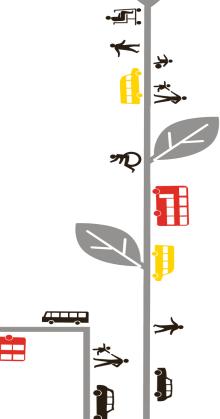
To discuss the scheme call <u>01603 223168</u>
Will Tait, Transport Officer







# Independent Travel Training





### **About HCT Group**

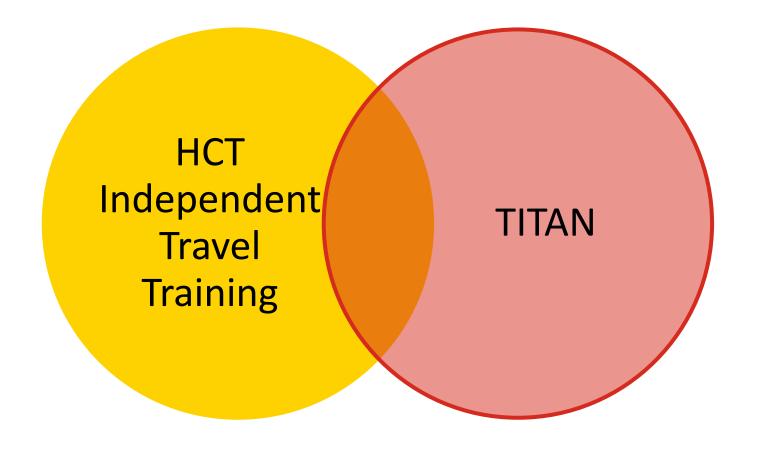
hctgroup

- 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

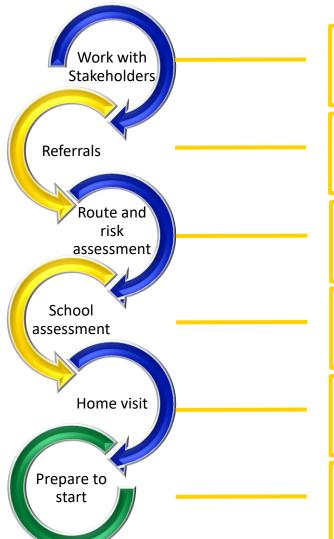






## **How Travel Training Works**





Build relationships with schools, EHCP Coordinators, advocacy groups and parents/Guardians

Referrals come from Parents/Guardians, Schools, EHCP Coordinators and NCC

Each route is assessed to ensure there is a viable journey and alternative using public transport

Gather Information from schools and parents and young person involving an Informal discussion and short journey

Finalise details, introduce Travel Trainer, set start date.

Guidance and support prior to training start date.





## **How Travel Training Works Delivery of Travel Training**



First stage involves learning the journey, embedding basic travel skills, separation policy and using mobile

Start to introduce more detail, safe strangers, asking for help, reading timetables, learning landmarks

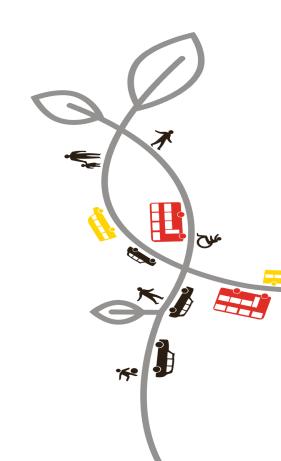
Start to break journey down, meet at different stop, continue travel skills

Introduce alternative route as confidence grows, embed travel skills further and test.

As confidence grows, training involves more shadowing to check learning.

Coordinator shadows, final report and meeting with parents to sign off.





#### 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

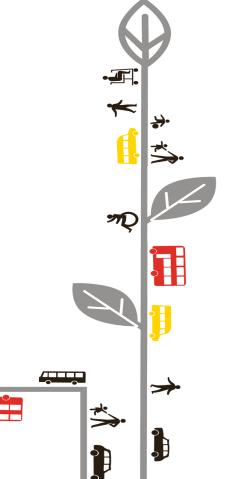
Karl Chapman, Independent Travel Manager

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





# 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

