



London Borough
of Hounslow

Getting help with travel from Home to School

Ages 5-16



Who we are



**London Borough
of Hounslow**

We are the London Borough of Hounslow.



We expect parents and carers to get their children to school. This might be by walking, cycling or using free travel on buses.



But we know that sometimes this can be difficult. Sometimes we have to give some extra help.



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

What we want



We want to help children learn to be independent and to be the best they can be. We will make sure that each child gets the help that is right for them.



Learning to travel is important. We want children to be ready for being adults and being part of the world around them.



After age 11 we can give training to help children learn about things like road safety and being careful with strangers.



We want to work together with parents, children, schools and organisations that can help. Our aim is to help children travel safely and independently.

What we have to do



Some children can't get to school by walking, cycling or using free travel on buses.



We have to give extra help to certain children who need it. This is called our **statutory duty**. This means the law says we are responsible and we must help.



We can only give extra help to certain children. There are rules about which children we can help. These children are **eligible**.



We will make sure that extra travel help is free, and that it is the right sort of help for each child. The help we give depends on what the child needs, not what the parent wants.

Who can have extra help



The **usual distance** that children are expected to walk is

- up to 2 miles if they are age 5-7
- up to 3 miles if they are age 8-16.



Children can have extra help if

- they have a disability which means they cannot walk as far as the usual distance, or cannot use standard buses
- we think that the way to school is unsafe, even if with an adult
- they have to walk further than the usual distance
- they are from a family that does not earn much money.



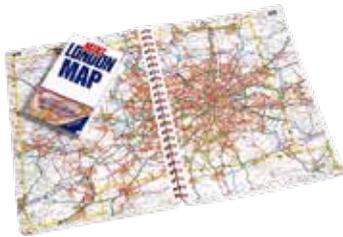
Children must also

- be the right age
- live in the London Borough of Hounslow
- go to certain schools.

Who can't have extra help



Children can't normally have extra help if they live in the **usual distance** that children are expected to walk.



Children can't have extra help if we have given them a school but their parents have chosen to send them to a different school that is further away.



Children can't have extra help from us if they move to a new house and don't live in the London Borough of Hounslow. Their new Council will help instead.



If a school sends their pupils to a different school some of the time we can't help with this travel. The main school has to help with this.

What help we can give



The sort of help we can give includes

- paying for a travel card
- travel training
- someone to travel with a child
- paying for fuel costs
- a regular amount of money for parents to spend on travel
- transport from a pick up point that we agree on.



We will think about what is best for each child. This might mean we think of different ways to help that are flexible or unusual.



We can only help with travel to and from school at the normal times. This means we can't help with travel to things like meetings, school trips or clubs.

How to ask for help



If you think your child should have extra help with travel, please call this telephone number
020 8583 4177



Or send an email to this address
**schooltravelassistance@
hounslow.gov.uk**



You will need to fill in a form and send it back to us by a date that we will tell you. You might also need to send us information like hospital letters. We will contact you if we have any questions.



We will tell you what we have decided in 14 working days, which is about 3 weeks.

How extra help works



This section gives you more information and some rules that must be followed when children have extra help with travel.

Changes to the type of help



- Remember that sometimes we might need to make some changes to the usual plans.

Placements



- A placement is when a child goes to a different school some of the time, or stays overnight on a school trip.
- The main school has to pay for transport to school placements.
- We would like parents and carers to organise the travel for overnight trips, and might give some money back.
- If we provide transport there may not be a lot of space for bags.





Pick up and drop off



- Most children will have a place for pick-up and drop-off. This will not usually be their home.
- Drop-off and pick-up times are given to make the best route.
- You must get your children to the drop-off place and collect them from the pick-up place.
- You must be on time. The driver may wait for up to 5 minutes, but they won't do this every time.
- If you are late often, then we may stop giving the extra help with travel.
- You must tell the Travel Co-ordination Team if someone different needs to collect your child.
- Drivers will not get out to pick children up or drop them off to their door.
- If children are not collected we will take them somewhere safe and will contact social care.



When travel is not needed

- If your child does not need their transport you must tell the Travel Co-ordination Team 24 hours before.
- If a child has been ill you must tell the Travel Co-ordination Team 24 hours before you need the travel to start again.

Bad behaviour

- Children, parents and carers must be good and treat our staff well.
- There must be no fighting, bullying or spitting.
- Children must stay in their seat and wear a seatbelt.
- We know that children sometimes behave badly and we will work with parents and carers to make things better.
- The extra help with travel will stop immediately if a child hits someone, or if a child behaves very badly.
- If we need to stop the extra help, we will try to find another way to help.



Medicine

- We can't give medicine to children.
- You must tell us if your child needs medicine and it will affect their travel to school.
- Sometimes you might need to travel with your child.
- We will call 999 if there is an emergency.



Bad Weather



- Parents will get a text if we need to cancel transport because it is not safe.
- Sometimes we might need to change the drop-off place. If we do this, the pick-up place will be the same as the drop-off place.
- If school closes early because of bad weather we will tell you. If we can't speak to you, you will need to pick your child up from the school.



Cameras

- We may put cameras on some transport. We will tell you if we do this.

The full version of this document is called
“Draft for Consultation June/July 2019
Policy for Provision of Travel Assistance
for Children aged 5 - 16”