



TRAVELLING TO SCHOOL AND COLLEGE

Our policy for supporting eligible children and young people to get to their educational setting safely, promoting independence and wellbeing

Summary	This document explains who can receive assistance with travel from home to their educational setting, how to apply for assistance (and appeal if it is not approved) and the type of help that may be given. It explains the standards we hold ourselves to when looking after your children and how you can contact us when you need to. The policy sets out how the Council meets its obligations under the Education Act 1996 to provide travel assistance to eligible children and young people. This policy applies to all children and young people who are resident in Enfield and attend educational provision or training.
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1. INTRODUCTION

Enfield Council is committed to ensuring that all children and young people have access to high quality education in an educational setting which meets their needs, enables them to meet their full potential and helps them to lead independent healthy lives. For children and young people with Special Educational Needs and Disabilities (SEND), this includes enabling them to develop the skills to live an ordinary life in adulthood and fulfil their right to independent living and employment.

In this policy, the term **educational setting** means a **qualifying school or other education or training establishment** (including post-16 provision) that the child or young person attends or will attend. This includes schools, colleges and other providers of education or training, including provision up to age 25 for young people with an Education, Health and Care Plan (EHCP), where relevant.

The policy sets out how the Council will identify and support children and young people who need travel assistance to their educational setting, and ensure its provision in a consistent, transparent and fair way, working in the best interest of the children and young people.

By implementing this policy, we will:

- promote a safe, active and sustainable approach to travel assistance to and from schools and other educational settings
- promote the most independent approach to travel assistance
- ensure a genuine partnership with children, young people and their parents
- use the most cost effective and environment friendly travel options

This policy applies to all children and young people aged 5 to 25 years who are resident in Enfield and attend educational provision.

2. WHAT DO WE MEAN BY TRAVEL ASSISTANCE?

We have used the term ‘travel assistance’ throughout this policy, but the form of assistance will vary depending on the age and needs of the child or young person, the needs of the family and the educational setting the child attends. If eligibility and need for travel assistance is agreed, we will work with parents, carers, families and educational settings to establish the most appropriate type of assistance. This will be suitable for both the individual and the educational setting and make the most effective use of resources. The assistance we provide can include Independent Travel Training (ITT), a travel pass, personal travel budget or directly provided transport.

ITT is our preferred type of travel assistance as it gives children and young people the skills and confidence to travel independently on public transport and help prepare them for independent adult life.

By reducing young people’s dependence on specialist transport, we can increase the opportunities open to them in future – such as going on to college, employment or just being able to get out and about with friends.

The Council’s Brokerage Team will always have a discussion with the child or young person’s parent/carers and their educational setting to consider whether ITT

is appropriate.

Where ITT is not yet an appropriate form of assistance for younger children, and where it is a suitable option, we will work with the family and the educational setting to transition over to this form of assistance as their child grows up.

3. HOW LONG WILL TRAVEL ASSISTANCE BE GIVEN FOR?

Any agreement to provide travel assistance will be for a time limited period and will be reviewed by the Council on a regular basis.

To ensure that the approved mode of transport is still the most appropriate option, parents and/or carers must notify the Council as soon as there is any change in circumstances – for example, a change of educational setting.

We will work with educational settings to encourage ongoing discussion with Travel Trainers, and discussion on travel arrangements as part of children and young people's annual Education, Health and Care Plan (EHCP) review. We know that the needs of children, young people and families may change over time and we are mindful of the need to promote independence and to prepare young people for adulthood. This may lead to a change in the type of travel assistance offered. Any proposed changes will be discussed with young people and their families as part of their annual review.

4. SUSTAINABLE MODES OF TRANSPORT

The Council is committed to use of sustainable modes of transport for all children and young people, whether travel assistance is provided or not. Our aim is to encourage pupils to travel to school safely by using sustainable and appropriate modes of transport. This includes:

- encouraging walking, cycling, public transport use, and – where appropriate – car-sharing, for the entire school community
- promoting, supporting and assisting schools to identify and address school travel issues through developing and implementing their individual School Travel Plans
- providing an environment which is as safe as possible for all children and young people on their journey to and from education
- ensuring future school planning and building design reflects the importance of sustainable travel principles
- supporting the promotion of healthy lifestyles through implementation of the Enfield Joint Health and Wellbeing Strategy and Healthy Schools programme, by promoting more active travel to school and developing sustainable travel facilities

5. USE OF FREE AND DISCOUNTED TRAVEL

Most children and young people in Enfield, including many of those with SEND, do not require specialised travel assistance and are able to get to their educational setting without additional support, through London's free/discounted travel or by other means.

All children and young people in full time or equivalent education or training up to the age of 18 are entitled to free transport on buses within London, with Transport for London's (TfL) Zip Oyster cards. TfL's Oyster cards ensure that most pupils can attend education or training via public transport. However, in some circumstances the Council has a legal duty to make travel arrangements as it considers necessary for any eligible residents accessing education or training.

The full legal framework and government guidance underpinning this policy is set out in [Appendix A](#)

6. ELIGIBILITY FOR TRAVEL ASSISTANCE

Every travel assistance application is assessed on an individual basis upon its own merits, prior to making an offer of the most appropriate travel assistance.

[Appendix B](#) shows the process followed when we receive an application for travel assistance.

[Section 9](#) sets out available types of travel assistance which may be offered.

6.1 Essential Criteria

All applications must meet the essential criteria associated with age, address, distance and qualifying educational setting. In addition, applicants must meet at least one other additional criterion set out in section 6.2.

Age

The duty to provide travel assistance where necessary applies to:

- children and young people of statutory school age (aged 'rising 5' to 16)
- young people aged 16 to 18 or aged up to 25 if they have a special education need or disability, who are in education or training

We know that children in Enfield usually start their statutory education before their fifth birthday, as a 'rising 5'. Therefore, we consider a rising 5 as if they were already of compulsory school age.

Children younger than rising 5 will only receive travel assistance in exceptional circumstances. For example, we may consider a child to be eligible when we have recommended a place at a nursery unit which is not the local nursery for that child, as part of an early intervention approach to support the family.

To be eligible for travel assistance, a young person aged 16-18 must be a continuing learner who commenced their programme of learning before their 19th birthday, unless they have a Learning Difficulty or Disability (LDD). Young people with an Education Health and Care Plan (EHCP) may be eligible for travel assistance up to the age of 25 years.

Address

A child or young person will only be considered for travel assistance if they are resident in the London Borough of Enfield. 'Resident' means the address where the child, young

person or (where relevant) adult learner lives as their **only or main home**. For the purposes of this policy, the **main home** is the place where they normally live and from which they normally travel to their educational setting.

Some children, young people or adult learners may live across more than one address (for example, where parents share care). Where living arrangements are split between addresses, we will identify a **principal home**. For this policy, the **principal home is treated as the main home address** for eligibility and distance assessment purposes.

We will normally use the following as indicators when deciding the principal home (this list is **not** exhaustive): (i) the address used for the child or young person's school/college records (including admissions and attendance); (ii) the address the child or young person is registered at with a GP/dentist; (iii) the address used for relevant benefits and allowances (for example, Child Benefit or Universal Credit) and/or other official correspondence; and (iv) information provided in the application and supporting evidence. Where information is unclear or inconsistent (including where there is **dual registration** for education or health services), we may request further evidence and will make a decision based on the balance of information available.

Learners who are not resident in Enfield or are care leavers from other local authorities but who live in Enfield, should refer to the transport policy statement issued by the local authority in whose area they are resident.

Distance to nearest suitable school or course and suitability of route

For the purposes of this policy, 'nearest suitable school' means the closest school that is capable of meeting the child's age, ability, aptitude, and any special educational needs, as determined by the Council in consultation with parents and relevant professionals, in accordance with DfE statutory guidance.

Where a parent/carer chooses an educational setting that is not the nearest suitable school that can meet the child or young person's needs, parents/carers will be responsible for making the travel arrangements and meeting the cost of that travel.

Travel assistance will only be considered if pupils cannot reasonably travel to their educational setting using their Transport for London Oyster Card. The Council uses the following distances as a guide when assessing whether travel is reasonable. We also consider the child/young person's needs and the safety and practicality of the route.

- over 2 miles (for pupils under age 8)
- over 3 miles (for pupils aged 8 to 16)
- aged 8 or over but under 11, attend their nearest suitable school and it is more than 2 miles from their home; or
- aged 11 to 16 years, and attend one of their three nearest suitable schools provided it is more than 2 miles but not more than 6 miles from their home; or
- aged 11 to 16 years, attend a school that is more than 2 but not more than 15 miles from their home that their parents have chosen on the grounds of their religion or belief, if, having regard to that religion or belief, there is no suitable school nearer to their home

For young people aged over 16, travel assistance will be considered if the learner lives more than 3 miles from their place of learning and the young person is unable to undertake the journey by public transport themselves; or if the journey is possible by public transport but requires a number of changes that result in an unreasonably long journey time.

In the case of learners with learning disabilities or mobility issues, journeys of less than 3 miles may also qualify. This will be considered during the assessment process.

These criteria will apply where:

- Enfield Council has not made any suitable arrangements to enable the pupil to attend a suitable educational setting which meets the child/young person's needs nearer to home
- the route from the home address to the nearest educational setting which Enfield Council determines meets their individual needs is unsuitable (as determined by the Brokerage Team)
- the pupil's needs cannot be met through Transport for London's free and discounted travel options

Distance will be measured by the shortest route along which a child or young person, accompanied as necessary, may safely walk. The route may therefore include footpaths and other pathways, as well as recognised roads and may not be the shortest distance by road.

If the only available route is deemed unsafe for a child to walk (accompanied as necessary), travel assistance will be provided regardless of distance, in line with statutory guidance.

Qualifying schools and other educational settings

Travel assistance may be provided for children or young people attending one of the following educational settings. For statutory school age this includes qualifying schools; for young people aged 16+ this includes relevant education or training institutions and providers.

For children and young people of statutory school age, the term **qualifying school** is used in the Education Act 1996 and includes the types of schools listed below. For young people aged 16 and over (including eligible young people with an EHCP up to age 25), the Council may also consider travel assistance to **education or training** at the types of post-16 institutions and providers listed below, in line with the Education Act 1996 post-16 transport duties and Department for Education guidance.

Statutory school age (qualifying schools)

- independent schools (including independent special schools) named in the child or young person's EHCP (statutory school age and post-16)
- community, foundation or voluntary schools
- academies (including those which are free schools, university technical colleges, studio schools and special schools)
- alternative provision academies
- community or foundation special schools
- non-maintained special schools
- pupil referral units
- Specially Resourced Provisions (SRPs) within mainstream qualifying schools
- maintained nursery schools (where attended by a child of compulsory school age)

Young people aged 16+ (post-16 education or training institutions and providers)

- establishments funded by the Education and Skills Funding Agency (ESFA)
- colleges of further education (FE), city technology colleges (CTC), city colleges for the technology of the arts (CCTA) or University Technical Colleges (UTC)
- other providers funded by the local authority which deliver accredited programmes of learning

Suitability of course for young people aged 16 and over

For young people aged 16 and over attending a post-16 education or training institution/provider (as set out above), applications will be considered if the course being attended is not available at an education or training institution/provider closer to the young person's home address. If a similar course is available at a closer education or training institution/provider, travel assistance will only be provided if the young person or their parent or carer can demonstrate how their chosen course meets their needs above the similar course identified by the Council.

Whether the educational programme to be undertaken offers an appropriate programme of study, will be assessed by the learner's personal adviser and/or an Educational Psychologist nominated by Enfield Council, in conjunction with the young person and their parent/carers, where appropriate. We will not usually provide assistance to repeat a course of study which has already been completed or is at a lower level than one previously completed.

6.2 Additional Criteria

All applications must fit the essential criteria listed in section 6.1, and at least one other additional criterion listed below.

Special educational needs, disabilities or mobility issues (including temporary medical conditions)

We will consider travel assistance for a child or young person who cannot reasonably be expected to walk to school, education or training unaccompanied, due to mobility problems or because of associated health and safety issues related to their special educational needs, disability or temporary medical condition. We will take each individual child's circumstances into consideration while assessing their eligibility for travel assistance.

Low income

Travel assistance may be considered where a family meets the definition of a low income family and is in receipt of qualifying benefits (see Appendix C), including eligibility for free school meals. Parents or carers will need to indicate this on their application form and provide evidence.

Need to be accompanied

Parents/carers are responsible for making sure their child attends school. This includes arranging any necessary travel arrangements to and from school and/or accompanying their child as necessary.

When considering an application for those with special educational needs, disability

or mobility issues, or where there are concerns about the safety of the route, Enfield Council will also consider the age of the child or young person and whether one would ordinarily expect a child or young person of that age to be accompanied, whether they could be reasonably expected to travel if accompanied by an adult and if so, whether the parent/carer can accompany the child.

To determine whether the parent or carer can reasonably be expected to accompany their child, Enfield Council will consider factors such as the parent/carer's work, the location and hours of work, and whether there are siblings who need to be taken to another educational setting.

Applicants will be expected to provide relevant evidence supporting any case for not being able to accompany their child. Examples of evidence could include an employer letter confirming working hours, medical evidence relating to the parent/carer, evidence of caring responsibilities for another dependant, or evidence relating to siblings' education arrangements.

Young people not in education, employment or training (NEET)

The Council will consider assistance if young people aged 16 or 17 are vulnerable to becoming, or are already, not in education, employment or training (NEET), to enable them to participate in education or training. We will also consider young parents (under the age of 19).

Religion or belief

Enfield Council has a duty to consider a parent/carers' preference for their child to attend a school with specific faiths or beliefs, only for those pupils aged 11-16 attending a school between 2 and 15 miles away who are eligible under requirements discussed above (including being in receipt of maximum working tax credits or means-tested free school meals).

6.3 18+ and Adult Services

Enfield Council provides travel assistance to eligible continuing learners who start their programme of learning before their 19th birthday and to learners up to the age of 25 if they have an Education, Health and Care Plan (EHCP). The same assistance applies to learners undertaking apprenticeships and traineeships.

For adults aged 19 and over, travel assistance will only be considered where the learner: (i) is resident in the London Borough of Enfield; (ii) is attending (or will attend) an education or training programme; (iii) has eligible needs arising from disability, health or mobility that mean they cannot reasonably be expected to travel independently using free or discounted travel (including the Disabled Persons Freedom Pass) and other available options; and (iv) has been assessed as requiring support with travel as part of their Preparing for Adulthood and/or Adult Social Care assessment, with the agreed support recorded in a social care support plan and/or (where applicable) an Education, Health and Care Plan (EHCP).

The overall intention of the adult transport duty is to ensure that those with the most severe disabilities with no other means of transportation can undertake further education and training after their 19th birthday to help them move towards more independent living.

Transport for London provides discounted rates of travel for people over the age of 18 in full time education; many disabled adults are also eligible also for free travel across London (and bus journeys nationally) through the Government's Disabled Persons

Freedom Pass scheme. However, Enfield Council recognises that in some circumstances, additional assistance may be required. The Council's SEN Travel Brokerage Team works closely with Adult Social Care and Children's Services, who assess needs for over 18's by carrying out a Preparing for Adulthood assessment. From the assessment, the Council may offer advice, guidance, and various support, including a personal budget which will be laid out in a social care support plan or EHCP. The plan should also contain information about travel arrangements.

7. MOVING TO A CLOSER SCHOOL

Enfield Council reserves the right to request that a child or young person is moved to a closer appropriate educational setting if there is a place available and if the setting meets the needs of the child. For most cases, this will happen during the normal academic admissions round when places are allocated, but a small number of cases may be considered during the academic year if this is the best possible option for the child. Any move to a closer school would be discussed and planned appropriately with the parent/carer and arranged at a point in time which will minimise any disruption for the child or young person.

If, once Enfield Council has sourced closer suitable alternative provision, a parent/carer decides they would prefer to continue sending their child to an education establishment further away, Enfield Council is not obliged to provide travel assistance and the parent/carer must take responsibility for the organisation and funding of their child's travel.

8. PROVIDING TRAVEL ASSISTANCE ON A TEMPORARY BASIS

8.1 Temporary medical conditions

Some children and young people may have a temporary medical condition which makes them eligible for travel assistance. In this instance, medical evidence to support the application is required. In these circumstances any allocation of travel assistance will only be provided for the length of time required to meet the temporary need.

8.2 Temporary school exclusion

Where a pupil has been accepted for travel assistance based on their registered school but is attending a place other than that school as a result of temporary exclusion, eligibility for home to school travel will apply to the new setting for the temporary period of time.

8.3 Temporary accommodation

Where a pupil who normally receives travel assistance moves to a different address on a temporary basis, but continues to attend the same educational setting, continued assistance will not automatically be provided to and from the new address. Eligibility for travel assistance will be reassessed based on the current living arrangements. The pupil/their parent or carer may be expected to make their own transport arrangements until they move to a closer educational setting.

When offering temporary accommodation, Enfield Council's housing service will consider

the age of the child, the stage of their education, and if the household includes children or young people with special educational needs or disabilities.

Children living in temporary accommodation outside the London Borough of Enfield should approach their new borough of residence for travel assistance. We also ask that parents/carers inform the Brokerage Team at Enfield Council with as much notice as possible about any change of address so that any reassessments, if necessary, can be completed as soon as possible.

For further information about temporary accommodation, please see Enfield's Temporary Accommodation Placement Policy (available on the Council's website).

9. AVAILABLE TYPES OF TRAVEL ASSISTANCE

Enfield Council will consider all new applications in a fair and consistent way. If travel assistance is granted or renewed the applicant will be advised of this and a travel broker will make contact to discuss options and arrangements.

There are a number of different options for travel assistance which might be considered, and travel brokers will work with families to find the most appropriate option for individual circumstances. Options we consider include the following:

9.1 Support to become an independent traveller

Independent Travel Training (ITT) gives children and young people the skills and confidence to travel independently on public transport by reducing reliance on specialist provided transport or on parents and carers. Specialist travel trainers work one-to-one with the child or young person to ensure they have the skills to make journeys independently. Those who undertake the training achieve increased life choices and opportunities, greater access to the local community and its facilities, and better socialisation.

Pupils undertaking ITT will be supported to manage every aspect of their journey independently, including:

- road safety
- travelling by bus or train
- problem solving e.g. for if the bus is late, diverted or cancelled
- personal safety
- how and where to ask for help
- use of mobile phones in case of emergencies

ITT is Enfield Council's preferred method of travel assistance for many learners. If, following discussions with the child or young person, parents/carers and the educational setting, it is considered that a child or young person is ready and able to travel to their educational setting independently, they will be offered ITT. This may begin at primary school but is usually from secondary school age.

All pupils considered suitable for ITT by their school, the Brokerage Team and the travel trainer will transition to ITT by the time they attend college or further education. The pupil will be provided with a full programme of training and support, and regular feedback will be given to them and their parent/carer. The final assessment will also be shared with parents or carers.

As a general guide, ITT will be offered to suitable children or young people providing they are not required to make several transport changes resulting in an unreasonably long journey time. Where Enfield Council offers ITT and it is considered suitable and reasonable, and this is not accepted, the Council may decide it is not able to offer a different form of travel assistance unless there is evidence of a change in circumstances or needs. Where a pupil successfully completes ITT and a different form of travel assistance is requested later, the Council will review the request and may offer an alternative only where the pupil's circumstances have changed.

9.2 Travel Pass

Although children and many young people are entitled to free transport on buses and discounts on trains, it may be necessary for them to be accompanied by an adult to travel to their educational setting. In these instances, travel assistance may be provided through funding of an adult travel pass.

In addition, there may be children and young people who are eligible for travel assistance where the most appropriate journey to their educational setting is by using train services which are not covered by Transport for London's free travel passes. In these circumstances travel assistance may be via funding of a travel card.

9.3 Personal Travel Budget (PTB)

A Personal Travel Budget (PTB) is a sum of money the Council may offer to enable a parent/carer to organise their child's travel arrangements to and from their educational setting. The Council will not put a PTB in place unless the parent/carer, or the young person where appropriate, agrees to this arrangement. Where a PTB is not agreed, and the Council's statutory duty to provide travel assistance applies, the Council will arrange an alternative form of suitable travel assistance.

To receive a PTB, the parent or carer must show that they can make safe and reliable travel arrangements so that the child or young person can attend their educational setting regularly and on time. The amount of PTB offered will be based on the most cost-effective travel assistance that is suitable for the child or young person's needs.

The Council understands that a PTB may not be suitable for all families, and a family is not required to accept a PTB. If a family does not agree to a PTB, the Council will consider an alternative form of travel assistance based on the child or young person's needs and the Council's legal duties.

9.4 Directly Provided Transport

If Enfield Council has considered and ruled out all other options, the Council may provide a standard vehicle to transport the child or young person. All vehicles and drivers will be sourced by a qualified, registered provider, working to contractual standards set by the Council.

In general, vehicles are routed to pick up a number of children from different locations that attend a particular educational setting. Therefore, journeys can be relatively long, and the child or young person will spend more time in the vehicle than they would if using other forms of travel assistance. On some routes, Enfield Council may arrange a designated pick-up point for pupils to access the transport. This can help reduce journey

times so that pupils spend less time on the bus to and from their educational setting.

Designated pick-up or drop-off points will only be used where the Council is satisfied that the overall travel arrangements are suitable for the child or young person. This will include considering whether it is reasonable to expect a parent/carer to get the child or young person to and from the designated point, where this is necessary.

Dedicated door-to-door transport will only be offered where other options are not practicable or possible.

If the Council assesses that it would not be safe or suitable for a child or young person to travel on shared transport, the Council will consider and arrange an alternative form of suitable travel assistance. This may include individual transport where this is necessary. The same suitability test will apply where the safety or behavioural concern is related to a disability.

10. HOW TO APPLY FOR TRAVEL ASSISTANCE

The application/renewal forms and guidance, including Frequently Asked Questions (FAQs), can be found on the Council website on the [Local Offer](#)

Eligibility for and provision of travel assistance will only be considered on receipt of a fully completed application with supporting evidence.

If granted, any travel assistance provided will apply for a set period and must be renewed whenever there is any change in circumstances.

10.1 How will applications be assessed?

All applications for travel assistance, including renewals, should be sent to the Council as an electronic application by email to **travel.assistance@enfield.gov.uk**, or as a paper copy to the address listed at the end of the application form. The application/renewal forms and guidance are available on the Local Offer page (see section 10). It is important that applicants provide all the information requested, to enable a decision to be made and to avoid unnecessary delays in reviewing the application.

The Council's SEN Travel Brokerage Team will consider all applications to determine eligibility. If any additional supporting evidence is required to assess the case, the Team will contact the applicant to request this, explaining the reason why the information is needed.

In assessing applications, the Council will apply the essential and additional criteria set out in this policy while taking full account of the child or young person's individual needs, family circumstances, and the safety and practicality of the journey. Each case will be considered in line with statutory guidance and the Council's legal duties, including relevant factors such as special educational needs or disability, mobility, route safety, and whether it is reasonable to expect a parent or carer to accompany the child or young person.

Where an application does not meet the usual criteria, the Council will consider whether there are exceptional circumstances that justify the use of discretionary powers. Decisions will be clearly recorded and communicated, showing how

individual needs, relevant factors and any discretionary considerations have been taken into account.

Decisions may be subject to internal review processes where appropriate, to ensure consistency and the appropriate application of discretionary judgement.

The Council will undertake appropriate secondary checks, both on evidence provided and against existing Council records, to determine family income and circumstances.

Applicants will be informed of the Team's decision, which will be either:

- travel assistance is agreed; a travel broker will contact the applicant to discuss what assistance is most suitable and when it will start
- travel assistance is not agreed; the Council will inform the applicant of why the application was not successful and give them contact details for the travel brokers, who may be able to suggest alternative options. The appeal process will also be explained.

10.2 Other potential support available for young people over 16

For individuals aged over 16 who have had applications rejected but feel as though they need more support than that offered by Transport for London, there are some other funds which they may be eligible to apply for, depending on personal circumstances.

[Details can be found in Appendix D](#)

11. FRAUDULENT CLAIMS

Where assistance has been obtained on the basis of fraudulent or misleading information, the Council may remove travel assistance with immediate effect and seek to recover the costs incurred. The Council may also take action in line with our [Counter Fraud Strategy and Response Plan 2025 to 2028](#).

12. THE APPEALS PROCESS

Applicants can appeal against any decision the Council makes regarding their travel assistance.

If an application has been refused because there was insufficient evidence or information, or where further information has been requested as part of a review and has not been provided, we will treat this as an incomplete application rather than an appeal. In these cases, we will contact the applicant to explain what additional information is needed and why, and the applicant will be asked to resubmit their application with the additional information included.

To appeal against the Council's decision to reject an application there is a two-stage process:

Stage one – the applicant may appeal in writing within 20 working days of receiving the decision, either by email to travel.assistance@enfield.gov.uk or to the address provided on the decision letter, setting out why the applicant believes the decision to be incorrect. Applications will then be reviewed by a senior council

officer who was not involved in making the original decision.

Stage two – if the application was turned down at stage one and the applicant wishes to appeal again, there are a further 20 days to do so, and applications will be considered by an Independent Review Panel. This is the final stage of the Council's appeals process but if the applicant remains dissatisfied, they may take the matter to the Local Government Ombudsman. Details of the Local Government Ombudsman will be provided. Applicants also have the right to apply for a judicial review.

Appeals received after the timeframes stated above will not be considered.

Further information on the appeals process is available on the Council's website (Travel Assistance page) [Travel assistance to school and college](#).

13. COMPLAINTS

If Travel Assistance has been provided and the service user and/or parents/carers are not happy with the type of assistance agreed, the SEN Travel Brokerage Team should be contacted (email travel.assistance@enfield.gov.uk) to discuss the concerns.

If the service user and/or the parent/carer remains unhappy and wishes to take the complaint further, more information is available via the Council's [Corporate Complaints Policy](#).

An Enfield Connected account will need to be used for complaints made online.

14. RESPONSIBILITIES

Ensuring that the travel assistance provided works well and that children and young people arrive at their educational setting on time and ready to learn, requires a joint effort. All parties have their own responsibilities as set out below.

The Council's SEN Travel Brokerage Team will:

- fairly assess the eligibility and individual needs of each child or young person for travel assistance based on policy, legislation and the application received
- communicate the outcome of the assessment indicating: (i) where the child or young person is eligible for travel assistance and the application has been agreed, the process for agreeing what will be provided and how this will be decided, or (ii) that a request for travel assistance has been declined. The parent or carer will be contacted in writing with reasons for the refusal, what other assistance might be provided and how an appeal can be made
- ensure that the child or young person's needs are reviewed regularly, once a new application has been received, at a point of transition and/or when there is a change in circumstances (e.g. a change in medication, behaviour, address or home situation)
- work with parents or carers, SEN Services, Enfield Schools Admissions Service, schools and other educational services and, where appropriate, the child or young person to identify and arrange the most appropriate travel assistance
- give parents/carers half a term's notice of any change to a child or young person's allocated travel assistance

The Council's Passenger Transport Service (where a vehicle is provided) will ensure:

- transport provided is suitable to meet the needs of the child or young person
- that the SEN Brokerage service is advised if a service user is no longer appropriate for Fleet services and could be offered an alternative travel assistance option
- vehicles are safe, fully maintained and clean
- routing and pickup times are planned to ensure the child or young person can get to school on time
- drivers are fully qualified, have a current DBS check and have received information and training, as appropriate
- passenger assistants, when provided, will have a current DBS and will have received information and training, as appropriate

Parents/carers/young people are asked to, where relevant:

- work with the Council to move the child or young person to the closest suitable school where practical as determined by the Council, with as little disruption as possible
- agree to self-fund any travel if the parent/carer decides to keep the child at a school further away
- ensure that the child or young person attends their educational setting
- ensure that the child or young person is on time for collection and pick up (if relevant). Where missed collections lead to additional journeys or costs, the Council may recover those additional costs from parents/carers.
- ensure that a responsible adult brings the child/young person to and from the vehicle
- assist with helping the child or young person on and off the transport
- inform the transport provider if the child or young person cannot attend their educational setting that day, with as much notice as possible (e.g. in case of illness)
- advise the driver/passenger assistant of any particular challenge or difficulty that their child is experiencing on a specific day
- provide a contact number and emergency contact details
- notify the Council as soon as possible of any and all relevant changes (e.g. address) - it is not sufficient to inform only the driver or passenger assistant
- help a child or young person make the transition from one form of travel assistance to another
- work with the Council to ensure that their child (if receiving fleet transport) gets to their educational setting without endangering themselves or others. Enfield Council reserves the right to alter travel assistance, either for a temporary period, or permanently for any cases which cause serious risk

Schools/educational settings are asked to:

- work with Enfield Council to help identify those who are suitable for ITT
- share with the Council the attendance of those who receive travel assistance, to ensure the assistance provided does not regularly cause the child or young person to be late
- report to the Council any changes in circumstance that may warrant a review of travel assistance (e.g. change in a child or young person's needs, attendance or completion of ITT)
- help parents who receive PTBs to liaise with each other in order to share

- transport or pool their funds
- inform the Council regarding any school-led initiatives that could support travel assistance (e.g. in-school travel training programmes and use of minibuses)
- help young people make the transition from one form of transport to another

Children and young people using transport must:

- wear a seatbelt at all times
- not stand up or open doors while the vehicle is moving
- not smoke on school transport
- not drop litter in vehicles
- not eat on school transport
- only use personal stereos/radios with headphones, and if prior authorisation has been given
- not distract the driver in any way
- not behave in such a way as to cause risk to themselves, any other children/adults on the vehicle or any member of the public
- follow instructions given by the passenger assistant and/or driver

Parents and carers may be held responsible for damage caused to vehicles by their children. In serious cases, or where behaviour presents a risk to the child or young person or to others, the Council may need to review the travel assistance arrangements and could suspend or withdraw transport. Where this happens, parents/carers will be expected to make alternative arrangements for the child's travel to and from their educational setting.

15. FAQs

Working with parents, schools and young people, we have developed operational guidelines and Frequently Asked Questions. These are available on the Council's website: [Travel assistance to school and college](#).

16. APPENDICES

All referenced web links will be maintained and updated annually to ensure accessibility for parents, carers, and young people.

Appendix A – The Legal Framework

This policy refers to the following legislation (including statutory instruments):

- Education Act 1996 (the Act) sections 444, 508A, 508B, 508C, 508D, 508F, 508G, 508H, 508I, 509AA, 509AB, 509AC, 509AD, 509AE
- Schedule 35B of (the Act), as inserted by Part 6 of the Education and Inspections Act 2006 (the EIA 2006)
- The School Information (England) Regulations 2002 - Regulation 5 and Part 2 of Schedule 2 to, as amended
- Children Act 2004 section 11
- Equality Act 2010
- School Admissions Code
- European Convention on Human Rights
- The School Travel (Pupils with Dual Registration) (England) Regulations 2007
- Public Service Vehicles (Carrying Capacity) Regulations 1984
- School Standards and Framework Act 1998 Section 48
- The Inter-authority Recoupment Regulations 2013
- Education (areas to which pupils and students belong) Regulations 1996

This policy has been developed with full regard to:

The Department for Education 'Travel to school for children of compulsory school age' 2024

<https://www.gov.uk/government/publications/home-to-school-travel>

The Department for Education 'Guidance on Post-16 Transport to Education and Training' 2019

<https://www.gov.uk/government/publications/post-16-transport-to-education-and-training>

The Education Act 1996

<https://www.legislation.gov.uk/ukpga/1996/56/contents>

The SEND Code of Practice: 0-25 years

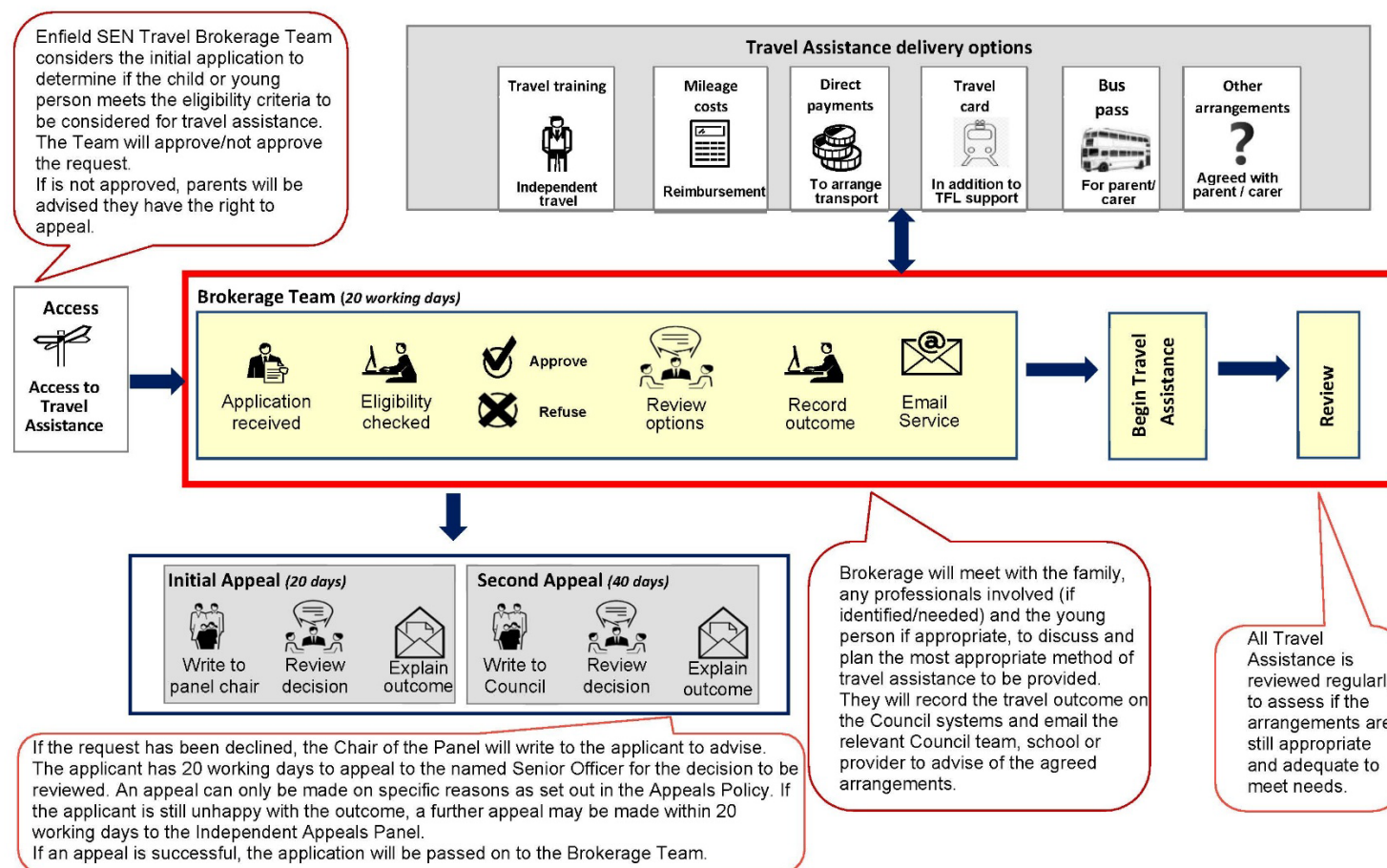
<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

The Participation of Young People Statutory Guidance

<https://www.gov.uk/government/publications/participation-of-young-people-education-employment-and-training>

Appendix B – Travel Assistance Application and Assessment process

The result of this process depends on the applicant completing all relevant fields on the Travel Assistance Application Form and being responsive to the Council during the process.



Appendix C - Qualifying Benefits for Low Income Families

Government statutory guidance on travel and transport defines 'low-income families' as those where parents are in receipt of the maximum level of Universal Credit or where a pupil is entitled to free school meals.

Universal Credit

Universal Credit is a payment to help with living costs. It's paid monthly. Universal Credit could be received if someone is on a low income, out of work or cannot work.

Further information is available on GOV.UK: [Universal Credit](#).

Free School Meals

To be eligible for free school meals, a child's parent or carer must receive one of the following benefits. Young people who receive any of these benefits themselves, can also apply:

- Universal Credit – only if your annual earnings (after tax) are **£7,400 or less** (£616.67 per month). (Just receiving Universal Credit does not guarantee eligibility – you must meet the earnings limit above).
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part 6 of the Immigration and Asylum Act 1999
- The guaranteed element of Pension Credit
- Child Tax Credit only (without Working Tax Credit) – if your annual income before tax is **£16,190 or less**. (If you also receive Working Tax Credit you are not eligible).
- Working Tax Credit 'run-on' – paid for 4 weeks after you stop qualifying for Working Tax Credit

Application forms for Free School Meals are available to download from the link: [Free School Meals](#) or can be obtained from schools.

Please note that the Universal Infant Free School Meals (UIFSM) initiative, which provides all pupils in Reception and years 1 and 2 with a free school meal, is not needs based and is therefore not applicable in relation to travel assistance.

Appendix D - Other support available for travel for young people over 16

Young Parents

Care to Learn (C2L) may provide help to pay for childcare and travel costs for learners aged 19 and under at the start of their course. Further information can be found on GOV.UK: [Care to Learn](#).

16-19 Bursary Fund

This fund is administered by individual education providers and is available to support any student who faces genuine financial barriers to participation, including transport costs. Further information is available on GOV.UK: [16 to 19 Bursary Fund](#).

Residential Support Scheme (RSS)

RSS supports students aged 16 to 18 with the costs of living away from home to participate in a study programme where the substantial Level 2 or Level 3 qualification that is part of the programme is not available locally to their home address. Further information is available on GOV.UK: [Residential Support Scheme guide](#).

Residential Bursary Fund (RBF)

RBF provides financial help towards the costs of accommodation for students attending a designated institution delivering specialist provision, where that specialist provision needs the student to be resident in order to participate because it is not available locally and/or because it needs students to be available at unsociable hours on a regular basis. RBF enables young people to gain a substantial qualification in a specialist subject that they would not be able to get at a non-specialist institution. Further information is available on GOV.UK: [Residential Bursary Fund guide](#).

Learner Support

Learner Support helps learners aged 19 and over who are on a further education course and facing financial hardship. Further information is available on GOV.UK: [Learner Support](#).

Dance and Drama Awards (DaDA)

DaDA can help with fees and living costs at one of 19 private dance and drama schools. Applicants must be aged 16 to 23 and show talent and a likelihood to succeed in the industry. Applications must be made through the qualifying dance and drama school. Further information is available on GOV.UK: [Dance and Drama Awards](#).

Appendix E – Contact Details and Useful Information

SEN Services

Special Educational Needs Team, Civic Centre, Silver Street, EN1 3XQ
Tel: (020) 8379 5667
Email: SEN@enfield.gov.uk

SEN Travel Brokerage Team

SEN Travel Brokerage Team, Civic Centre, Silver Street, Enfield, EN1 3XY Tel: (020) 8379 1000 (ask to speak to the SEN Travel Broker)
Email travel.assistance@enfield.gov.uk

Passenger Transport Service

Morson Road Depot, 9 Morson Road, Ponders End, Enfield, EN3 4NQ Tel: (020) 8379 1258
Email: transport.operations@enfield.gov.uk

Joint Service for Disabled Children

Cheviots Children's Centre, 31 Cheviot Close, Enfield, EN1 3UZ Tel: (020) 8363 4047

Wheelchair Service

[Enfield Wheelchair Service](#)

Assistance with Planning a Journey

Transport for London provides a range of online advice and resources to help plan journeys:

[Plan a journey - Transport for London](#)

[Maps - Transport for London](#)

[Buses - Transport for London](#)

[Rules of travel for under 18s - Transport for London](#)