

Post 16 Transport Policy Statement

Academic Year 2026/2027

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Introduction

This policy document specifies the travel assistance that Southwark Council (the council) considers necessary to facilitate the attendance of learners between the ages of 16 and 25 receiving education or training. It covers the period after a young person has completed their compulsory education, in instances where they have turned 16 years old within the academic year. It gives guidance for young people¹, parents/carers² and schools about how the council fulfils its legal duty as a local authority in providing school travel arrangements for its residents.

Local authorities do not have to provide free or subsidised post 16 travel support but do have a duty to prepare and publish an annual transport policy statement. This statement must specify the arrangements for the provision of transport or other support that are considered necessary to facilitate the attendance of all people of sixth form age receiving education or training.

Local authorities also have a duty to encourage, enable and assist young people with learning difficulties / disabilities to participate in education and training, up to the age of 25.

The purpose of this policy is not to provide the council with a blanket set of rules to apply to each application or case. The aim is to provide a framework within which the council can make decisions that are consistent and equitable, meeting the specific needs of each young person.

This document also explains how parents/carers, and where appropriate young people, may apply for travel assistance, how the council determines eligibility, and how parents/carers or young people may appeal against decisions that they are unhappy with.

The council offers several different types of travel arrangements to assist young people in attending their place of learning, more of which will be explained later in this document.

Statutory guidance

The principles of this policy are based on the Department for Education's (DfE) [statutory guidance](#) under which local authorities must have regard to when carrying out their duties in relation to travel assistance and sustainable travel.

The guidance considers Transport for London's (TfL) free transport offer an acceptable form of travel assistance, as long as the needs of the young person have been taken into account. Given the borough's excellent transport infrastructure, the council expects that this is sufficient to meet the needs of most young people who live in Southwark.

¹ Within this document, the terms "young people", "young person" or "learner" refer to any person between 16 and 25 years old

Southwark council's policy

The council is committed to ensuring that children and young people have access to good quality travel information and arrangements, which promote their independence, well-being and will be of greatest benefit to the environment.

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

Most young people living in Southwark do not receive or require travel assistance to get to their place of learning. Generally, the council believes that the majority of young people will be able to walk or travel on free public bus transport to school, college or other place of education. We recognise however, that not all young people will be able to do so without additional support.

Where a young person meets the criteria for travel assistance, the council will seek to put in place the most appropriate, sustainable and cost-effective arrangements.

The council is committed to providing support for eligible young people to walk or use public transport independently by the age of 16, or earlier if at all possible, enabling them to develop independent travel skills that will assist them with taking part in education, employment, life, and leisure activities within their community.

It is our aim to move away from transport practices that don't encourage young people to develop independence skills, such as door-to-door taxi or bus services. Where travel assistance is provided, and to support their travel independence, regular reviews will take place at key stages of the young person's progression through the education system. We expect families to support us in this aim.

The council will always take into account the needs of those for whom it would not be reasonably practicable to access education or training provision if no arrangements were made and the need to ensure that young people have reasonable opportunities to choose between different establishments at which education and training is provided.

In addition, as a local authority, the council is committed to safeguarding and this is particularly prevalent when young people are receiving travel assistance. Safeguarding means protecting a person's health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect. In most instances, the most effective way to ensure the safeguarding of a young person on their journey to/from school is for their parents/carers to provide travel arrangements for them. Where this is not possible and the council provides travel assistance on a council contracted vehicle, the council has implemented vetting processes ways to ensure the safeguarding of young people.

Finally, the council is committed to reducing traffic congestion, improving road safety and reducing the environmental impact of vehicle journeys by promoting the use of alternative forms of travel, such as walking, cycling and use of integrated public transport. In this regard, the council has adopted the [Streets for People](#) strategy which sets out how the council is moving away from

favouring cars and, instead, freeing up space for [walking](#), public transport and [cycling](#).

When assessing applications for travel assistance, the council will have due regard to any relevant protected characteristics of the young person, in accordance with the Equality Act 2010.

The council has developed the policy using a joint approach with key partners: parents/carers; schools/colleges; disability groups; sustainable travel; travel safety officers and TfL and it will be reviewed annually.

Young people covered by this policy

This policy applies to all young people who are Southwark residents. The young person must also be:

- over the age of 16 with or without Special Educational Needs or Disability (SEND)
- between ages of 16 and 25 and have an Education, Health and Care Plan (EHC plan)

If a family has moved out of Southwark to another local authority, even temporarily, it is the responsibility of the new local authority to provide travel arrangements, even if the young person remains in a Sixth Form provision within Southwark.

Transport and travel support – public transport

Post-16 Zip Oyster Cards

For most Post-16 students, their transport needs will be met by free travel provided by TfL. Young people travelling by bus should apply for the appropriate Oyster card before starting their programme of study. It is the young person's responsibility to ensure they meet the requirements set by TfL to qualify for an Oyster card.

Residents of London boroughs aged 16-18 and in full-time education or on a work-based learning scheme (including apprenticeships) of at least 12 guided hours per week, on courses at level 3 and below can apply for a 16+ Oyster photo card. The card gives:

- free travel on London buses and trams
- half adult rate Oyster single fares on the tube, DLR and London Overground
- child-rate travelcard season tickets on the tube, DLR and London Overground
- half adult rate Oyster single fares on some national rail services
- child-rate travelcard season tickets on national rail services

Free travel and concessionary rates are available until the end of the course or the academic year, whichever is earlier.

[Find further information about Post-16 Zip Oyster cards on the TfL website here.](#)

Students Aged 18 +

18+ Student Oyster photocard are available to students who are aged 18 and over, and who are attending a full-time course (and in certain circumstances a part-time course) at colleges, schools and universities registered on the TfL 18+ Student Oyster photocard scheme.

The 18+ student card gives a 30% discount on bus, tram, tube, DLR, London Overground and national rail travelcard season tickets.

[Find further information about 18+ Student Oyster photocards on TfL's website here.](#)

Apprentice Oyster card

Young people aged over 18 years, who live in a London borough and are in the first year of an apprenticeship that will last for more than 12 months are eligible to apply for an Apprentice Oyster card. The Apprentice Oyster card gives a 30% discount on bus, tram, tube, DLR, London Overground and national rail travel card season tickets.

[Find further information about Apprenticeship Oyster cards on TfL's website here.](#)

Freedom Pass

Some disabled people may qualify for a freedom pass from TfL. This enables eligible pass holders to travel for free on the entire TfL network. Unlike the freedom pass for people who are 60 years or older, there are no time restrictions on the freedom pass for disabled people:

[Find further information about Freedom Pass applications on TfL's website here.](#)

TfL Travel Mentoring Service

TfL has a travel mentoring service in place to which you can self-refer. This service offers a limited number of accompanied journeys to help someone become more independent. This team also runs the "Mobility Help Recognition Scheme."

[Find further information about the Travel Mentoring Scheme on the TfL website here.](#)

National Rail

All young people between 16 and 25 years old (including students and apprentices) are eligible to purchase a 16-25 Rail Card for an annual fee of £35. A 16-25 Railcard offers one-third off Standard Anytime and Off-Peak fares, as well as Standard Advance and First-Class Advance fares, with some restrictions (such as season tickets).

[For further information about National Rail 16-25 Railcards here.](#)

Financial support

The 16-19 Bursary Fund

The 16 to 19 Bursary Fund is a national scheme that provides financial support to help young people overcome specific barriers to participation so they can remain in education.

There are two types of 16 to 19 bursaries:

1. A vulnerable bursary of up to £1,200 a year for young people in one of the defined vulnerable groups below, who are:
 - care leavers
 - in receipt of Income Support, or Universal Credit in place of Income Support, in their own right
 - in receipt of Employment and Support Allowance or Universal Credit and Disability Living or Personal Independence Payments in their own right
 - discretionary bursaries which institutions award to meet individual needs, for example, help with the cost of transport, meals, books and equipment
2. Discretionary bursaries which schools and colleges award to meet individual needs, for example, to help with the cost of transport, meals, books and equipment.

To be eligible for the discretionary bursary young people must:

- be aged 16 or over but under 19 at 31 August 2026 or
- be aged 19 or over at 31 August 2026 and have an EHCP
- be aged 19 or over at 31 August 2026 and continuing on a study programme they began aged 16 to 18 ('19+ continuers')
- be studying a programme that is subject to inspection by a public body which assures quality (such as Ofsted), the provision must also be funded by either a Government funding agency or the local authority

Schools and colleges are responsible for managing both types of bursary. Young people who want to apply for support from the bursary fund should contact their chosen school or college to make an application.

[Find further information on the Gov.uk website about Post-16 bursaries.](#)

Young Parents - Care to Learn

If you are a young parent under 20, Care to Learn can help pay for your childcare and related travel costs, up to £160 per child per week, while you are learning.

Care to Learn can help with the cost of:

- childcare, including deposit and registration fees
- a childcare 'taster' session (up to 5 days)
- keeping your childcare place over the summer holidays
- taking your child to the childcare provider

Types of childcare

The childcare provider must be Ofsted registered and can be a:

- childminder
- pre-school playgroup
- day nursery
- out of school club

If your child needs specialist childcare, the provider must also be on the Care Quality Commission's register for specialist provision. If you want a relative to get Care to Learn for looking after your child, they need to be both:

- providing registered childcare for children they're not related to
- living apart from you and your child

Payments

Childcare payments go directly to your childcare provider. Before your childcare provider can be paid:

- the childcare provider needs to confirm your child's attendance
- your school or college needs to confirm that you're attending your course

Payments for travel costs go to your school or college. They will either pay you or arrange travel for you.

Attendance

Payments will stop if:

- you stop attending your course
- you finish your course
- your child stops attending childcare

Eligibility

You can get Care to Learn if:

- You are a parent under 20 at the start of your course
- You are the main carer for your child
- You live in England
- You're either a British citizen or a national of a European Economic Area (EEA) country
- Your course is publicly funded (check with your school or college)
- Your childcare provider is registered with Ofsted or the Care Quality Commission

Type of course

Care to Learn is only available for courses in England that have some public funding.

This includes courses that take place in:

- schools
- school sixth forms
- sixth form colleges
- other colleges and learning providers, including foundation learning
- your community at Children's Centres

Young parents are also entitled to apply for an Under 19 Bus Only Ticket or for those aged 19 and over can apply for the 19 – 25 card.

[Find out more about applying for Care to Learn on the Gov.uk website here.](#)

Young parents are also entitled to apply for an Under 19 Bus Only Ticket or for those aged 19 and over can apply for the 19 – 25 card.

Eligibility criteria

Travel assistance for ALL young people of sixth form age

The student must attend

- a publicly funded place of learning within Southwark or attend a full-time course (a minimum of 18 hours per week, usually across at least three days per week); or
- the same type of place of learning outside Southwark because the chosen course of study is not available in Southwark or if there are other exceptional educational, curricular or social reasons why study must be outside Southwark.

Travel assistance for young people of sixth form age, without SEND

The council expects that the travel assistance offer from TfL will fulfil the needs of most of the young people of sixth form age without SEND, who are able to both access and use public transport.

This means that most young people attending college or sixth form will not require any further support from the council to provide them with travel arrangements.

In considering any application for travel assistance, where relevant, the council will look at whether it is reasonable for a young person to choose a place of learning or training that is not the closest to where they live (the educational establishment must be more than three miles from their home).

Travel assistance for young people of sixth form age, with SEND and hold an EHC plan

Those young people with special educational needs and disabilities, who have been in receipt of travel assistance prior to turning 16 years of age, will have to re-apply for assistance by the third Friday in the June before moving into Year 12. This is regardless of whether they are remaining at the same school or not.

In most cases young people with special educational needs and disabilities are expected to progress towards more independent travel training. Wherever possible, young people with SEND are expected to travel, either accompanied or unaccompanied, to their education provision by walking or taking advantage of TfL's free bus travel or concessionary fares on other forms of transport.

If the young person was in receipt of travel assistance prior to Year 12, there is no automatic right to it continuing. Equally, consideration of assistance will not be restricted to those young people in receipt of assistance prior to Year 12. If a travel need arises at 16 or post 16, while the young person is in full time education, an application for assistance can be put to the council for consideration.

In any case where a place of learning or training is named in section I of a young person's EHCP, due regard will be given to any travel assistance the young person or their family already has available to them, including any indications provided during SEN Tribunal proceedings.

In considering any application for travel assistance, where relevant, the council will look at whether:

- the course is deemed suitable and will provide an educational benefit to the learner

- the young person cannot be expected to either walk, cycle or use public transport to their place of learning due to health and safety issues relating to their disability or learning difficulty (SEND)
- it is reasonable for a young person to choose a place of learning or training that is not the closest to where he/she lives (the educational establishment must be more than three miles from their home)

Travel assistance for young people between the ages of 19 and 25 with SEND and hold an EHC plan

There is no automatic entitlement to travel assistance once a young adult with an EHCP turns 19 years old. Any assistance provided prior to the young adult turning 19 will cease unless they are remaining on a course started prior to their 19th birthday. A new application will need to be submitted once the young adult turns 19 and is starting a new course.

Course started before 19th birthday

If the young person has SEND (and hold an EHC plan) and started their course before their 19th birthday, the council will consider their application under the criteria for young people of sixth form age.

Course started after 19th birthday

Applications for travel assistance for 19 to 25 year olds, starting a new course after their 19th birthday, will be considered against the following criteria.

The young adult has:

- an EHC plan
- the most severe disabilities and is unable to walk or travel by public transport, even when accompanied, and has no other means of transportation available to assist with them getting to their provision
- the council has secured the arrangements for educational provision at a local authority maintained or assisted Further or Higher Education institutions or institutions within the Further Education sector OR
- the council has secured the arrangements for residential/boarding provision which is outside the Further and Higher Education sector

Those eligible under these criteria will be provided with support free of charge.

In considering any such request, due regard will be given to any travel assistance the young person or their family already has available to them.

Travel assistance offer

Travel options

Where a young person of 6th form age meets the eligibility criteria for assistance, there is no automatic right to a place in council provided transport, even if they previously had a place. The offer and type of post 16 assistance remains at the discretion of the council.

The council considers public transport as a suitable method of transportation for most young people to travel to their educational provisions. As a resident of Southwark, all young people aged 16-18 in full time education are entitled to free travel on buses with a Post 16 Zip Oyster Card. Where this option may not be suitable for a young person, the council operates several different schemes to support them in attending their place of learning. These services can be accessed upon application and only if certain criteria are met.

In instances where a young person is not eligible for travel assistance and/or their application has been declined, the council will expect them to travel to their place of learning (accompanied if necessary) using provisions in place by TfL.

If a young person's application for school travel is successful the council will use its discretion to offer one of three travel options, based on the specific needs of the individual:

- **Independent Travel Training** - supported one-to-one or group training designed to equip young people with the skills required to travel independently, be it on foot, or by public transport. More information on independent travel training is available below.
- **Personal Budget** - a payment designed to help young people/parents/carers to make any of the travel arrangements needed to facilitate their young person accessing school.
- **Vehicle transportation**- the young person will be transported by taxi or bus, most likely with other passengers attending the same college/sixth form provision.

It is down to the discretion of the council to decide which of these options is most suited to the needs of the young person, as well as the best use of the council's resources. All eligible sixth form applicants will automatically be assessed for Independent Travel Training. If, because of their needs, the council decides an eligible sixth form applicant is not ready for Independent Travel Training, the council will, in most cases, provide the parent/carer with a payment to enable them to make arrangements to get their child to and from their place of learning. As an example, a payment could cover the cost of driving the young person to their place of learning, the cost of a local taxi, paying someone else to take your child, paying for childcare for other children while the parent/carer accompanied their child to their school/college. If the council do not consider this to be a cost effective option, they will make an alternative offer.

If the council concludes that a personal budget suits the young person's needs, and is the most cost effective option, it will be for parents to demonstrate to the council why they believe council provided transport is the only viable option for their child.

If the council decides there is no basis to offer a young person of sixth form age a place on council provided transport, the parent/carer will be able to pay for a place to enable their child to travel in a council vehicle (on the condition there is a round in place and an available seat). The cost will depend on the type of vehicle they will be travelling in, for example, a place on a council contracted bus typically costs £217 per week per young person. The council will deduct from this amount what the costs would have been had the parent/carer taken up their alternative offer.

Independent travel training

The council's Independent Travel Training (ITT) offer as a form of travel assistance helps develop the skills to lead truly independent lives. As a council, we are committed to developing the methods and practices we use that enable us to attain this key principle. We aim to do this in conjunction with children, young people, parents, and schools to ensure the travel assistance we provide caters for the specific needs of the young people living within the borough.

Independent Travel Training provides young people with Special Educational Needs the skills and confidence to make the journey to and from their place of learning independently by walking or on public transport.

There are many benefits for young people after completing the programme:

- increased confidence and independence
- decreased reliance on specialist transport and parents/carers
- improved contribution at school/college
- more opportunities to go out with friends and join clubs
- more opportunities to go to college or find a job

The programme takes approximately six weeks, but this is dependent on the young person and their individual needs. Each young person has a Travel Trainer, who completes four modules of training with them:

- learning the journey and foundation travel skills
- personal safety and problem solving
- journey practice and learning alternative routes
- building confidence and becoming independent

Over time and when they are ready, the young person will complete more of the journey on their own until they are travelling safely and independently.

The Travel Assistance Team will assess a young person's suitability for training at the following stages:

- year 6 – children already in receipt of assistance who have low level needs

- year 7 onwards – all new applications received and who are assessed as eligible for assistance will have their suitability for the programme determined
- year 9 onwards – all those in year 9 and in receipt of assistance will have their suitability for the programme reviewed, and thereafter annually, if appropriate to do so

The Travel Assistance Team will follow a three stage process in determining suitability for the programme. Progression through the stages is dependent on the outcome of the previous stage:

- Stage 1 – consideration of latest EHCP/Annual Review to determine whether needs likely to prevent participation on programme. If appropriate, other professional bodies involved with young people may be approached for their view on suitability
- Stage 2 – Meeting with parent/carer and young person to discuss travel needs
- Stage 3 – The travel trainer accompanies the child on public transport to assess their travel needs

At the end of each stage, the Travel Assistance Team will make a decision on suitability. They will explain the rationale for their decision in writing to the parent/carer and if appropriate, the school/college. If a parent/carer does not agree with the decision, they may appeal.

Applications

Applications for travel assistance are dealt with by the council's Travel Assistance Team. Applications for those starting school for the first time in September, transferring to secondary school, or transitioning from Year 11 to 12, should be made by the LAST FRIDAY OF JUNE that same year. We cannot guarantee that assistance will be in place at the beginning of September for eligible young people whose applications were received after the deadline.

After receiving an application, an assessment will be made as to whether the young person is eligible to receive travel assistance from the council, as per the eligibility criteria, on a case by case basis taking into account the individual circumstances and the impact travel assistance will have on the educational outcomes of the young person. This includes taking into account the following policy aims of the council:

- the needs of those for whom it would not be reasonably practicable to access education or training provision if no arrangements were made
- the need to ensure that young people have reasonable opportunities to choose between different establishments at which education and training is of those for whom it would not be reasonably practicable to access education or training provision if no arrangements were made
- any preference an individual may have for a particular institution based on their religion or belief and any special educational needs or disability the young person has

Other considerations

- The distance from the learner's home to any establishments of education and training
- the journey time in accessing establishments of education and learning
- the costs in accessing establishments of education and learning.

The period for which travel assistance is awarded will be dependent on the individual circumstances of the applicant, and may be for a fixed time period, or ongoing with an agreed review frequency.

All decisions will take statutory guidance and legislation into consideration.

The process once the Travel Assistance Team receives a completed application for travel assistance is outlined below.

Stage One

When the Travel Assistance Team receives an application for assistance, they will send an acknowledgement within three working days of receipt. This will be quicker if the application is submitted electronically.

Stage Two

The Travel Assistance Team will look at whether the young person should get travel assistance. They will do this by looking at the information given in the application and the young person's EHCP/Annual Review against the eligibility criteria. If they do not have enough information to make a decision, they will arrange a meeting with the parent/carer and/or school and/or arrange to accompany the young person on public transport or walking. If the parent/carer refuses to engage in this process, a decision will be made on the information available.

The Travel Assistance Team will write to the applicant with their decision. If they have decided that the young person is not eligible for assistance, they will explain the reasons why.

If travel assistance has been agreed, the Travel Assistance Team will explain to the parent/carer or young person about the type of travel assistance that will be given. In making a decision about the type of assistance, the Travel Assistance Team may need to gather more information from the parent/carer or young person, the school and/or the young person's EHCP co-ordinator.

The Travel Assistance Team aims to complete stage two of the process within 20 working days of acknowledging an application for assistance.

Where travel assistance may not be provided

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

When assessing eligibility for assistance, the Travel Assistance Team will consider whether there are good reasons why the parent/carer, or someone chosen by them, is unable to accompany their child.

Some examples that the council would not ordinarily see as exceptional (in their own right):

- single parent families
- parents that work
- having other children to look after and/or at other schools
- parents/students unable to drive or having access to a car
- students in wheelchairs

in addition:

- suitable travel is provided by someone else e.g. tfl
- the young person chooses to make their own arrangements
- the study programme is at level 4 or higher, including a foundation degree
- the young person is over 19 years of age and does not have an EHC plan.

If it is the parent/carer's choice to send their child to a school that is further away from home than a nearer suitable school, the parent/carer is expected to arrange travel for the child and pay any associated costs.

The council only normally provides assistance to and from school or a place of learning at the start and end of the school's or place of learning's day. The Travel Assistance Team is not able to consider requests to transport young people to breakfast clubs, after-school club, school trips or other trips of this nature.

If the council receives an application for a young person that has already successfully completed the travel training programme, they will not normally be eligible for assistance. The council will consider any exceptional circumstances advised for individuals on a case by case basis.

If a place of learning or training is named in Section I of a young person's EHCP, and the young person or their family indicated (either in the plan or in an SEN tribunal proceedings) that they will provide travel assistance to the young person to enable them to attend, the council may consider this when assessing an application for travel assistance and it may be taken as grounds for refusing an application.

A young person may be eligible because of temporary mobility problems but, due to the short-term nature of some mobility problems, it may not always be practicable for the local authority to make travel arrangements before the young person has recovered.

Reviews

Periodically, the Travel Assistance Team will review eligibility and/or the type of assistance the young person is receiving. Reviews are carried out because as a young person gets older, their needs can change. The Travel Assistance Team needs to ensure that the type of assistance in place remains appropriate to meet needs and/or to look at ways in assisting the young person to achieve independence.

For the majority of children and young people, this will be when they are in Year 9, and once post-16, this will usually be annually. It may also involve seeking information from the school and other relevant professional bodies.

If the parent/carer refuses to engage in this process, a decision will be made on the information available. In some cases, the review may result in the withdrawal of assistance or a change in the type of assistance provided. Whenever possible, the Travel Assistance Team will look towards the young person progressing towards more independent travel.

New applications need to be submitted to the Travel Assistance Team:

- whenever there is change of school or educational establishment
- when a young person finishes Year 11 but is remaining in education. Applications must be received by the last Friday of June to guarantee travel assistance will be in place for eligible young people by the first day of term in September if agreed
- when a young person has turned 19 and is starting a new course, and thereafter whenever they change course. Applications must be received by the last Friday of June to guarantee travel assistance will be in place for eligible young people by the first day of term in September if agreed

It is the responsibility of parents/carers to inform the Travel Assistance Team when the young person has changed home address. They may decide to re-assess the young person's eligibility or the assistance offered as a result of the change.

Appeals

A decision can be appealed by completing and returning to the Travel Assistance Team within 20 working days of the decision, an appeal form. The form should be used to explain the reasons for disagreeing with the decision.

While the appeal process is open no new travel assistance will be given, or no changes will be made to existing arrangements.

Appeal forms can be found at [Travel assistance | Southwark Council](#) or by phoning 020 7525 5121.

Once the Travel Assistance Team receives the appeal form, the following steps will be taken:

Stage one

- an acknowledgement letter will be sent within three working days
- an officer will put together the information that the decision was based upon. An Assistant Director of the Education Division of the Children's and Adults' Services Department will look at that information alongside the reasons for appeal
- an Assistant Director of the Education Division of the Children's and Adults' Services Department will write, with a decision, within 20 working days of receiving the appeal form. The decision will explain whether the appeal was upheld or not. If the appeal is upheld, they will explain how matters will be put right

Stage two

- if unhappy with the Assistant Director's decision, the Travel Assistance Team must be written to within 20 working days, explaining the reasons for disagreeing with that decision. That letter will be acknowledged within three working days
- an officer will put together all the information the original and stage one appeal decisions were based on. This information will be considered by a panel comprising three independent members, one of whom is independent of the council, and all of whom will have had no previous involvement with the case
- within 40 working days of requesting a stage two appeal, a member of the panel will write with their decision. If the appeal is upheld, they will explain how matters will be put right within five working days of their decision

Stage three

- if unhappy with the way the stage one and stage two appeals have been handled, a complaint can be put to the Local Government Ombudsman
- this must be done within 12 months of becoming aware of the matters that gave cause to the complaint – in most cases this will be 12 months from the date of the original decision

The Local Government Ombudsman contact details are:

- 0300 061 0614
- [Local Government and Social Care Ombudsman](#)

Following an unsuccessful appeal, the Travel Assistance Team will not accept a further application for travel assistance for the same child unless there has been a material change in the child's circumstances.

A diagram of the appeals process is included in **Appendix 1**

Feedback

Whatever decision is made on a case, the Travel Assistance Team wants to give the best possible level of customer service.

If you would like to tell us about your experience of the service (good or bad), you can do so by contacting the Social Care and Education Complaints Team by any of the following means:

- The council's website at [Make a complaint about children's social care | Southwark Council](#)
- By email: sscomplaints@southwark.gov.uk
- By post to:
Customer Resolutions Team (Social Care and Education)
FREEPOST, RTJL-XAZG-ZRTU
2nd Floor, Hub B. 160 Tooley Street
PO Box 64529
London SE1P 5LX

Further information

Application form

- Applications can be completed and submitted online at [Apply for travel assistance | Southwark Council](#) (hard copy application forms can be downloaded by following the same link)
- When following the links, please be aware that there is a separate form for post 16 applications
- Completed hard copy application forms can emailed to travelassistance@southwark.gov.uk or posted to:
Travel Assistance Team 4th Floor,
Hub 2
PO Box 64529
London, SE1P 5LX

Contact details

- [Travel assistance team](#)
Email address: travelassistance@southwark.gov.uk
- [Southwark information advice and support team \(SIAST\)](#)

SIAS are available if people want support to complete the application form. Their contact details are:

Email address: SIAS@southwark.gov.uk

Additional information

- Recommended walking and cycling routes
[Cycling in Southwark | Southwark Council](#)
[Walking in Southwark | Southwark Council](#)
- Places in Southwark that offer specialist and post-16 education
[Education | Southwark Local Offer](#)

Glossary

appeal	someone appeals when they disagree with the way in which a decision was made. The reasons for appeal are looked at by someone in higher authority than the original decision maker. That person will decide whether the original decision should change or not
applicants	parents, carers, schools or even children or young people can make an application for travel assistance
home	a child's or young person's 'home' is the place where he/she is habitually and normally resident, the registered address or the address that is agreed on the EHCP
independent travel training	personalised training to teach a child or young person to travel to and from school or their place of learning
learning disability	a general term that refers to individuals who find it harder to learn, understand and communicate
learning difficulty	refers to individuals who have specific problems with learning as a result of either medical, emotional or language problems
nearest suitable school	taken to mean the nearest qualifying school with places available that provides education appropriate to the age, ability and aptitude of the child, and any SEN that the child may have
place of learning for young adults of sixth form age	learning or training at a school; further education institution; a council maintained or assisted institution providing higher or further education; an establishment funded directly by the DfE; learning providers delivering accredited programmes of learning which lead to positive outcomes and are funded by the council (e.g. colleges, charities and private learning providers).

post 16	includes both learners of sixth form age and those with learning difficulties / disabilities up to the age of 25
qualifying school	a school maintained by the local authority (community, foundation, voluntary aided or voluntary controlled school); school approved under section 342 of the Education Act 1996; pupil referral unit; city technology college, a city college for the technology of the arts, an Academy school or an alternative provision academy
resident	a child's or young person's principal residence is an address in the borough. If the child or young person resides equally between both parents, the principal home address will be considered to be the address at which the child is registered, whilst attending school, with their GP and, if applicable, the address of the parent who is in receipt of Child Benefit or Child Tax Credits for the child or young person
sixth form age	young people who are over 16 years of age but under 19 or continuing learners who started their programme of learning before their 19 th birthday (years 12, 13 & 14)
special educational need/disability	refers to children who have learning difficulties or disabilities that make it harder for them to learn than most children of the same age

Transport policy statement for young people aged 16-18 in further education, continuing learners aged 19 and those young people aged 19 – 24 (inclusive) with learning difficulties and/or disabilities

Department Responsible: Travel Assistance Team

Contact details: **TBC**

Document first release: **TBC**

