



Getting help with travel from Home to College or Sixth Form for young people aged 16-25



Who is this for?



This booklet will tell you about home to college transport

- who can get help
- how to get help
- what the rules are

Who can get help



Young people from Cheshire West and Chester

- who have learning difficulties or a disability
OR
- whose family have a low income

It is important to think about what course you want to study and how you will get there before you start your course.

How to get help

From the 16-19 Bursary Fund from school/college
if

- you are aged 16, 17 or 18
- you are aged 19 or older and you started your course before you were 19
- you are aged 19 or over and have an EHCP (Education Health and Care Plan)

and

- you are on a course that is more than 12 hours every week



From Care to Learn

If

- you have children

and

- you are aged under 20 at the start of your course

You might be able to get help to pay for childcare for some courses in England.

You can find out more on this website:

www.gov.uk/care-to-learn

From the Council

- If you have an EHCP and are aged between 16 and 25

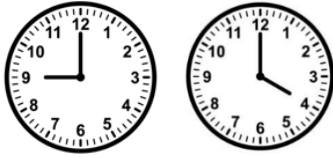
OR

- If you have a disability and are aged between 16 and 18

AND

- you go to the college closest to your home with the course you want to study
- the distance to the college is more than 3 miles
- you might struggle to use the college bus or public transport or walk to college.





We can only help with travel to and from college at normal times: 9am and 4pm.



We can NOT help with travel to meetings, trips or clubs.

You will need to fill in this application form.

Low income: [Post 16 hardship/low income | Cheshire West and Chester Council](#)



Young people with an EHCP or disability: [Special Educational Needs \(SEN\)/Disability | Cheshire West and Chester Council](#)

You can get help to fill in the form by calling the Contact Centre on 03001238123. Or call the Special Educational Needs Team on 0151 3376505 if you have special educational needs.

Travel Support

When we have your form, we will tell you in about 2 weeks if you can get help. Between June and October we are very busy so it could take longer.



We might help by paying for one of the following choices

- a bus pass
- a rail pass
- money to pay for fuel for a car
- pick up from an agreed place by a taxi or minibus or coach
 - Independent Travel Training if you have an EHCP

If you are getting a bus or rail pass for the start of the term in September it will be posted to you in August. If it is a different time of year, you will get it by post in about 3 weeks.



You will be told where and when you will be picked up. For most young people this is NOT at home.



If you have Special Educational Needs and will be travelling in a contracted vehicle you will also get contact details for the driver.

You can arrange a day and time for the driver to come and meet you and your parents or carers.

Travel Support Rules

- Your parent or carer must get you to the drop off place and pick you up from the pick-up place.
- You must be on time. The driver might wait for up to 3 minutes. But not every time.
- You must tell the Transport Commissioning Team if someone different will be there to meet you.
- You must tell the Transport Commissioning Team if you are ill and unable to attend.
- If you are under 18 years and do not have an arranged person to collect you, the driver will take you somewhere safe. And will call Social Services.





- If you have Special Educational Needs and are picked up and dropped off from home, your parent or carer will need to come to the vehicle with you. The driver will not come to the door of your home.

- Parents, carers and young people must treat staff well



- No fighting, bullying or spitting.



- All passengers must stay in their seat with a seatbelt on.



- We know that some young people can be challenging because of their special educational needs.
- We will work together to try and keep everyone happy and safe.
- The extra help with travel will stop straight away if a passenger hits someone or behaves very badly.
- If that happens we will try and find another way to help.



- We can NOT give medication. We will call 999 if there is an emergency.



- In bad weather we will text you if transport has to be cancelled because it is not safe.



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



- You must tell the Transport Commissioning Service if you move house or change college. You will be assessed again.

What to do if you do not agree with our decision about Travel Support - Eligibility

The law says we have to help some children and young people with travel to school or college.

There are rules we have to follow to decide what help you can have.



When you get the decision letter from us you have 20 working days to tell us if you do not agree. This is about 4 weeks.

There will be contact details in the decision letter.

Send us details about why you do not agree with our decision.



Stage 1 Review

A different manager will look at the decision again.

They have 20 working days from when you ask. They might need to ask you for more information so it might take longer.

They will send a review letter to tell you what the new decision is and why.

The review letter will tell you what to do if you still do not agree with the decision again.

Stage 2 Appeal



3 local councillors will meet with you to look at the decision.

The meeting will be within 40 working days from when you ask. This is about 8 weeks.

At the meeting they will:

- listen to you and your family
- listen to the people who made the last decisions
- check the rules to make sure the correct decision is made now.



After this meeting they will send you a final decision letter within 5 working days. This is about 1 week.

If you still do not agree with the Council decision you can ask the Government Ombudsman to review your case.



They will only comment on if the Council followed the rules correctly, not about the decision that was made.