TRANSPORT AND TRAVEL

CROYDON’S LOCAL OFFER OF SERVICES FOR CHILDREN & YOUNG PEOPLE AGED 0-25 WITH SEN
CROYDON HOME TO SCHOOL TRAVEL ASSISTANCE

Eligibility: Children with special needs may be eligible for support with their home-to-school travel if they live over the statutory walking distance or if their special needs prevent them undertaking a shorter journey.

- For a child up to the age of eight this distance is over two miles
- For a child over eight, the distance is three miles, measured by the nearest available route.
- For children who live within the statutory walking distance, help with travel is determined by the needs of the child.

How to apply: Parents/carers may apply for help using the ‘home to school travel assistance’ form supplied by the local authority. To see a copy of the School Travel Assistance Policy and application form please go to:

www.croydon.gov.uk/education/special-educational-needs/hometoschool

Once a completed form is received an assessment is carried out by the local authority on the basis of the information provided. Some of the factors taken into account include:

- the young person’s age
- distance travelled
- family circumstances
- physical or learning disability.

A child who is capable of walking to school with an adult would not generally be entitled to travel assistance.

What travel assistance may be offered? If the child’s/young person’s eligibility for travel assistance has been agreed, the local authority will decide what type of assistance is provided. This will be reviewed at least annually.

We are keen to promote children and young people’s independence and health via walking, cycling and the use of public transport. Where appropriate, children and young people with special educational needs will be encouraged and supported to travel independently.

Independent Travel Training: Independent travel training has been shown to have positive effects on the lives of the young people who are trained, as well as those around them. The training will enable them to achieve a higher degree of personal freedom and confidence, and is a crucial life skill. Independent travel skills also help to open up employment opportunities after leaving school. This all contributes to young people leading a more fulfilling life.

We offer a rigorous and structured programme of support which is designed to promote independent travelling skills for young people with special educational needs. The support given to young people is flexible to meet their differing needs therefore the training can take varying lengths of time depending on the ability and experience of the individual.

Assessment for travel training will only start when your child is ready – and not every child will be able to be travel trained. If your child is assessed as not being ready for independent travel training they can be re-assessed at a later stage.
What does the training include?:
Training will include:
• learning the route
• road safety
• landmark recognition
• what to do in an emergency
• decision making and awareness of other road users
• learning to use public transport independently, including route planning
• handling money
• using timetables
• being a considerate traveller.
A key skill will be how to problem solve should things go wrong.

Referrals for the scheme can be made by the Transport Commissioner, special educational needs officers, or may be made following a meeting at school, a meeting with parents or following a transport appeal. For further information please contact: jackie.s.wright@croydon.gov.uk. Training is provided by Croydon Day Opportunities – who also provide independent travel training for those aged over 18 – see Public Transport – Croydon Day opportunities below.

Travel pass: To enable a child to travel to school accompanied if necessary, by an adult via public transport other than the free London bus scheme.

Transport: Where assessed as essential, the local authority may provide a vehicle to transport a child or young person to and from school. Where transport vehicles are provided, these will be either Council vehicles and drivers or those provided by a suitably qualified, registered commercial provider working to contractual standards set by the Council.

Whenever possible children will travel together in buses. These will be specifically adapted to meet the needs of those travelling on them. Vehicles will have specialised wheelchair access and wheelchair restraint systems where necessary. Each route will be planned on the basis of school start and finish times and the shortest route for all children travelling on a particular vehicle. Safe and convenient ‘collection points’ will be used at reasonable distances to and from family homes. A door-to-door service is provided only in exceptional specific circumstances.

Under very exceptional circumstances the local authority may transport pupils in separate taxis or private hire vehicles based on the assessed needs of the child or young person. Arrangements of this kind will be kept under regular review and, where possible, the opportunity will be taken to move to an alternative suitable form of travel assistance.

In exceptional circumstances a Passenger Assistant may be provided to accompany pupils to school on transport provided by the Council.

Personal Transport Budgets: It may be possible for the local authority to provide parents/carers with a personal transport budget. This is an amount of money to help parents/carers to manage travel arrangements that suit the needs of their child and family. The decision to provide a personal transport budget will be that of the local authority and an agreed personal transport budget will be based on the lowest cost travel assistance that is available and relevant to the child.
CROYDON HOME TO COLLEGE TRAVEL ASSISTANCE (FOR STUDENTS OVER 16)

Eligibility: Students over the age of 16 with special needs may be eligible for support with home to college transport. :
• The learner is subject to a SEN statement or Education Health and Care Plan.
• The learner is aged between 16 and 19 and is on a course of further education at a school, college or training provider.
• The course is deemed to be suitable and will provide an educational benefit to the learner – as assessed by the learner’s personal adviser and/or an educational psychologist nominated by the Local Authority.
• The need for specific travel assistance has been identified in the learner’s statement of special educational needs / EHC Plan or transition plan.
• The learner lives more than 3 miles from school or college and is unable to undertake the journey by free public transport.
• The learner has a disability or learning difficulty that would make it impracticable or dangerous for them to try to undertake a journey to school or college of less than 3 miles. Applications will be assessed on their own merits.
• If a learner has been provided with a motability allowance or vehicle, then this will be taken into account and a decision may be made that additional travel assistance will not be provided.
• If a learner is in receipt of a 16-19 Bursary this will be taken into account in any decision about the amount of travel assistance that may be provided.

How to apply: Please contact Croydon’s SEN Transport Commissioner on 0208 760 5454

What travel assistance may be offered? If a learner meets the eligibility criteria they will be considered for a range of travel assistance solutions such as independent travel training or a personal transport budget as well as vehicle transport. Training is provided by Croydon Day Opportunities – who also provide independent travel training for those aged over 18 – see Public Transport – Croydon Day opportunities below.

All applications will be considered individually and provision will be agreed on an annual basis.

Young people with difficulties and disabilities who are 19 years old or older will be referred to the Council’s Adult Social Services Department for consideration for transport.

To see the travel policy and further information please go to www.croydon.gov.uk/democracy/dande/policies/cfl/16-transport

DOOR TO DOOR TRANSPORT

CROYDON ACCESSIBLE TRANSPORT
Low-cost minibuses, multipurpose vehicles and wheelchair accessible vehicles for hire by groups and individuals within the borough of Croydon. Can provide drivers if needed. Outings for Croydon residents with disabilities.
☎ 020 8665 0861
➡️ www.croydonaccessibletransport.org.uk

DIAL A RIDE
Free door-to-door minibus service for people who are disabled and cannot use public transport. Can be used for things such as shopping, visiting family and friends or travelling to leisure activities. Cannot be used for travel to hospital appointments, work, council day centres or school. Members typically benefit from one return journey a week. An accompanying carer can travel free provided they are travelling to and from the same address.
☎ 0845 999 1999 or 020 7309 8900
➡️ www.tfl.gov.uk

HORIZON CARE AND WELFARE ASSOCIATION
Provides free wheelchair accessible transport for disabled people and their carer, Monday to Friday 10.30am - 1pm and 5 - 8pm. Service must be booked in advance.
☎ 020 8665 0921 or 020 8663 5640/1/2/3
➡️ www.horizoncareandwelfare.org.uk
DRIVING

BLUE BADGE

Eligibility: A Blue Badge parking permit allows disabled people to park on-street for free. The eligibility criteria include:

- a child under the age of three years who, on account of a condition, must always be accompanied by bulky medical equipment that cannot be carried around with the child without great difficulty.

Bulky medical equipment includes:

- ventilators
- suction machines
- feed pumps
- parenteral equipment
- syringe drivers
- oxygen administration equipment
- continual oxygen saturation monitoring equipment
- costs and associated medical equipment for the correction of hip dysplasia.
- a child under the age of three years who, on account of a condition, must always be kept near a motor vehicle so that, if necessary, treatment for that condition can be given in the vehicle or the child can be taken quickly in the vehicle to a place where such treatment can be given.

How to apply for a Blue Badge

For more information and to apply for a Blue Badge:

- 020 8726 7100 (Croydon Council Streets and Transport)
- www.croydon.gov.uk / www.gov.uk

See also Companion Badge (below).

COMPANION BADGE

May be used by Blue Badge holders in Croydon as an alternative to the Blue Badge, which can be vulnerable to theft. Costs £30, and is only valid in Croydon.

Eligibility: For Croydon residents holding a Blue Badge issued by Croydon Council.

- 020 8726 7100 Ext.60861
- parking@croydon.gov.uk
- www.croydon.gov.uk (Croydon Council Streets and Transport)

DISABLED MOTORYING UK

Information and advice for disabled drivers, passengers and Blue Badge holders. Provides a casework service for members to help deal with issues like disputing parking fines.

- 01508 489 449
- www.disabledmotoring.org

DISABLED PARKING BAYS AND DROPPED KERBS

A disabled parking bay can be created outside the home of Blue Badge holders who have no available off-street parking within 100 metres, regular shortages of on-street parking and have a vehicle registered at the address. Dropped kerbs can also be created outside homes of Blue Badge holders to make it easier to access the house.

- 020 8726 7100
- www.croydon.gov.uk (Croydon Council Streets and Transport)

DRIVING LESSONS

The Family Fund administers a Driving Ambitions grant to help eligible disabled young people aged 16 and 17 start learning to drive by funding a combination of provisional licence, theory test, learning materials and a taster lesson.

- 08449 744 099
- www.familyfund.org.uk

The Motability Scheme can help towards the cost of driving lessons for young people aged 16-29 who receive the higher rate mobility component of Disability Living Allowance (DLA) or the enhanced rate mobility component of Personal Independence Payment (PIP) and already have, or are in the process of applying for, a Motability car.

- 0844 8000 900 - Grants or
- 0845 456 4566 - Customer Care Line
- www.motability.co.uk

The True Colours Trust provides grants for young people and their families (including siblings) aged 18-26 who have a disability and are receiving income-related benefits or on a low income. These grants can be used to fund driving lessons.

- 020 7410 0330
- www.truecolourstrust.org.uk
**MOTABILITY**

Enables people who receive either the higher rate mobility component of DLA or the enhanced rate mobility component of PIP to exchange their mobility allowance to lease a new car, scooter or powered wheelchair. The person with the disability does not need to be the person who will drive the car.

☎ 0845 456 4566  
➡ www.motability.co.uk

**QEF MOBILITY SERVICES**

Practical advice, assessment and training for people with disabilities wishing to learn how to drive or return to driving following an accident or illness.

☎ 020 8770 1151  
➡ www.qef.org.uk

**VEHICLE TAX**

Recipients of the higher rate mobility component of DLA or the enhanced rate mobility component of PIP are exempt from paying vehicle tax: this can be for their own vehicle or that of a nominated carer. The exemption can be claimed when applying for a tax disc by providing the serial number on the certificate of entitlement for DLA or PIP. Recipients of PIP standard rate mobility component are entitled to a 50% reduction in their vehicle tax. For more information on how to apply for the reduction contact the Driver and Vehicle Licensing Agency (DVLA) on ☎ 0300 790 6802 or see the website below

➡ www.gov.uk

Please note that if your child qualifies for road tax exemption, you may use the Dartford Tunnel toll and bridge, free of charge. You will need to register your car by completing and returning an application form available from:

☎ 01322 280200/ 01322 221603  
➡ www.dart-tag.co.uk

**PUBLIC TRANSPORT**

**BUS AND TRAM DISCOUNT SCHEME**

Half price fares on buses and trams (both Oyster pay as you go and passes) for London residents aged 18-60 who are in receipt of Income Support (IS), Employment and Support Allowance (ESA) or have been getting Jobseeker’s Allowance (JSA) for at least 13 weeks.

☎ 0343 222 1234  
➡ www.tfl.gov.uk

**COACHCARDS:** The Disabled Coachcard (for people who are registered disabled), and the Young Persons Coachcard (for young people aged 16-26) all cost £10 a year and entitle the holder to a third off coach travel with National Express across the UK.

☎ 08717 818 178  
➡ www.nationalexpress.com

**CROYDON BUS DAYS**

Opportunity for disabled people, and those who have lost their confidence on public transport, to practice travelling on a bus in a controlled environment. In Croydon, Bus Days are held every third Thursday of the month, for ten months of the year.

☎ 020 8255 5473  
➡ traveltraining@croydon.gov.uk

**CROYDON DAY OPPORTUNITIES**

Provides travel training (on behalf of Croydon Council) for young people with special educational needs, and adults with learning disabilities.

☎ 020 8688 9305  
➡ traveltraining@croydon.gov.uk

**DISABLED PERSONS RAILCARD**

A third off most rail fares throughout the UK for both the person with the disability and a companion.

☎ 0845 605 0525  
➡ www.disabledpersons-railcard.co.uk
DISCOUNTS FOR PEOPLE WHO DO NOT HOLD A DISABLED PERSONS RAIlCARD

- Blind or visually impaired people who are travelling with a companion are entitled to at least a third off most rail fares throughout the UK. Discount does not apply to people travelling alone. Only applies to adult fares.
- Blind or visually impaired people can buy one adult season ticket that enables a companion to travel with them on National Rail services at no extra cost.
- People who need to stay in their wheelchair during a journey are entitled to at least a third off most rail fares throughout the UK. A companion will also be entitled to the discount. Applies to adult and child fares.
- All the above discounted tickets can be purchased from staffed National Rail station ticket offices: evidence of visual impairment will be required when booking.

www.nationalrail.co.uk

DISABLED PERSONS FREEDOM PASS

Free travel on trains (after 9.30am), trams, tube and DLR in Greater London, and on buses throughout England for those with an eligible disability

020 8726 7100
www.croydon.gov.uk (Croydon Council Streets and Transport)

DISABLED TRAVEL ADVICE

Information and advice on travelling, days out and holidays for disabled people

www.disabledtraveladvice.co.uk

FLYING WITH DISABILITY

Advice and information for disabled people who are planning to travel by air

www.flying-with-disability.org

LONDON TAXICARD SCHEME

Reduced fares in black cabs for Croydon residents who are registered blind, or have severe mobility problems and are unable to use public transport. The Taxicard holder pays the first £2.50 shown on the meter, and Croydon Council pays the next £8.30 of the fare, if applicable. The Taxicard holder then pays any remaining charges. The amount paid by the council is increased for trips made at night or at weekends. The concession is limited to 78 trips per year. Bookings must be made in advance.

020 8726 7100
www.croydon.gov.uk (Croydon Council Streets and Transport)

MEGABUS

Wheelchair and scooter users who can transfer and climb the few steps onto the bus will be offered assistance from the driver, and the wheelchair or scooter will be stored in the luggage bay. Wheelchair and scooter users who need to remain in their wheelchair during the journey need to book their place by phone a minimum of 48 hours before intending to travel.

0871 266 3333
http://uk.megabus.com

NATIONAL EXPRESS

Dedicated Disabled Persons Travel Helpline giving specialist information about journeys, seat reservations and ticket sales.

Travel helpline: 0871 818 179
www.nationalexpress.com

NATIONAL RAIL ENQUIRIES

Map of the mainland National Rail network that provides information about the accessibility of many stations. Stations Made Easy gives full accessibility information, as well as maps and details of staffing hours of all stations. To use Stations Made Easy go to Stations & On Train on the National Rail Enquiries website, enter the name of the station that you are interested in, and then click on the Stations Made Easy logo next to the station address.

08457 48 49 50
www.nationalrail.co.uk

PASSENGER ASSISTANCE

Service provided by train companies to assist passengers at stations, when boarding or exiting their train and on board the train. Passengers can also be guided off the train, through the arrival or interchange station and assisted with their onward travel arrangements such as catching a bus or booking an accessible taxi. Free and available to anyone who needs assistance due to a disability, temporary impairment, or older age, with no requirement to possess a discretionary railcard.

To book Passenger Assistance contact National Rail Enquiries (0845 748 49 50) or go online to www.disabledpersons-railcard.co.uk and look for Book assistance for a future train journey.

www.disability-onboard.co.uk

PASSPORT ADVICE LINE

Advice and information for people whose disability may affect their ability to apply for a passport.

0300 222 0000
www.gov.uk
TRANSPORT FOR ALL


📞 020 7737 2339
🌐 www.transportforall.com

TRANSPORT FOR LONDON

- Children under the age of 11 can travel free on buses and trams. They may need a 5-10 Zip Oyster photocard to travel free on Tube, DLR, London Overground and some National Rail services if they are travelling without an adult or look older than 10.
- Children and young people aged 11 – 15 can get an 11-15 Zip Oyster photocard. This allows them to travel for free on buses and trams, and child-rate travel on Tube, DLR, London Overground and most National Rail services in London.
- Young people aged 16 – 18 can get a 16+ Zip Oyster photocard. This allows them to pay half the adult rate on buses Tube, tram, DLR, London Overground and most National Rail services in London.
- Young people aged 18 or over, live at a London address, in full-time education, or on a mandatory work placement in London, may be eligible for an 18+ Student Oyster photocard. This gives 30% off the price of adult-rate Travelcards and Bus & Tram Passes.

Go to Transport for London for further information
🌐 www.tfl.gov.uk/fares-and-payments

TUBE

No need to book assistance in advance. Staff are able to assist passengers from the station to the platform, onto the train, to find a seat and to call ahead to their destination or interchange station to arrange for a member of staff to meet and assist them there. Accessible tube maps include details of stations with step-free access, information on gaps between the platform and the train, and stations which can be accessed by using escalators. Audio and large print versions of the tube map are available. If someone arrives at a station and the lift is unavailable, staff will help them to plan an alternative journey to their destination. If there isn’t a suitable alternative route, a member of staff will book them a taxi (at Transport for London’s cost) to take them to their destination or an accessible station from where they can continue their journey.

📞 0343 222 1234
🌐 www.tfl.gov.uk

TRANSPORT COSTS TO HOSPITAL FOR TREATMENT

If you receive Income Support or income based Job Seekers Allowance, you can claim help with travel costs to and from hospital for NHS treatment, when escorting your child. You can get a refund of your fares directly from the hospital if you can prove you are in receipt of benefits.

📞 0845 850 1166 (NHS Form Completion Service)

We would like to thank Croydon Carer’s Information Service for their help in preparing this information.

Disclaimer

Whilst every effort has been made to ensure the accuracy of information provided, we cannot accept responsibility or liability for any errors which may have occurred. It is therefore, recommended that you always check details with providers to ensure their service meets your requirements.