

Annex 1

All Age Travel Assistance Policy Consultation 2020/21

A. Specific Questions and Comments Received during the Consultation

- 1. It is not clear where to move on to at the bottom of each webpage. Navigation relies too much on the left hand vertical menu.**

This feedback has been taken into consideration and website navigation changes have been made to improve how users move around the policy sections.

- 2. Does this cover all children of school age who travel from home to school via public transport or just those who would meet the criteria for assistance?**

The policy describes the support on offer for different categories of eligible children who can get travel assistance. With regards to the charges being removed and the changes to the appeal process, this is specifically linked to students of 6th form age with SEND who are eligible for travel assistance

- 3. Can I have a refund for all charges paid**

The charges already paid relate to the policy in place for the relevant academic year and therefore the Council will not provide a refund for historical charges. The proposed changes are for the policy which applies for academic year 2020/21.

- 4. Can it be made clearer that post 16 provision is different from that provided to those of statutory school age?**

There is a separate category for post 16 provision in the new policy called 'Young People' which assists with making the guidance clearer. This feedback has been taken into account and revised wording implemented in the introduction.

- 5. What is classed as education and training?**

This depends on the individual requirements and arrangements in place and will be considered on a case by case basis.

B. Analysis of All Comments Received

Date	Feedback	Themes	1 - Wording/ layout	2 - Charges	3 - Appeals
7.2.20	It is not clear where to move on to at the bottom of each webpage. Navigation relies too much on the lefthand vertical menu, which some people may not grasp. I'm viewing on a mobile.	Navigation is not clear on mobile device	Feedback given	None given	None given

Date	Feedback	Themes	1 - Wording/ layout	2 - Charges	3 - Appeals
7.2.20	It's about time that the charge for post 16 travel was scrapped, we do not have the choice to send our kids to the local high school and I've never understood why we should have to pay after 16. I think in all it is a very good change being made	Positive change	Nothing mentioned	Positive Feedback given	Nothing mentioned
8.2.20	Great to hear	Positive change	General positive feedback	General positive feedback	General positive feedback
10.2.20	This is a good idea, especially for children with disabilities. This would make it easier for them to travel independently, without them having to panic about paying every time they travel	Positive change	Nothing mentioned	Positive feedback	Nothing mentioned
11.2.20	no charges should be in place already as current system is discriminatory as none SEN children get free transport 16-19, re appeal process - should be left as it is so swift resolution if any issues for families getting children to schools or college who are likely to be financially challenged and two part process would delay and possibly result in kids losing out on education during this time	Current system not fair	Nothing mentioned	Feedback that the council should not be charging anyway	Appeal process should be left as it is
11.2.20	Does this cover all children of school age who travel from home to school via public transport or just those who would meet the criteria for assistance?	Does this cover all children of school age?	Nothing mentioned	No feedback given, but did have a query in relation to eligibility	Nothing Mentioned
17.2.20	I feel that these changes are positive and mean that the policy will not only be more user friendly, but fairer	Positive change	Positive feedback	Positive	Positive
19.2.20	Agree with proposed changes	Positive change	Positive feedback	Positive feedback	Positive feedback
23.2.20	Yes to all three About time. Can I have a refund for all charges paid while neurotypical teenagers post 16 were issued free passes? Discrimination at its cringingly worst	Can we receive a refund for charges paid?	Positive feedback	Positive feedback	Positive feedback
28.2.20	I do feel it will be fairer to remove the charges for 16-19 age group as currently there appears to be a lapse in eligibility between school and adult services when a young persons disability has not changed or their requirement to attend college: 6th form. I feel the current charges are unfair particularly as many of these young people are unable to have	Positive change Can the post 16 provision be made clearer in the policy in particular that it is different than support for school age children.	Positive feedback	Positive feedback	No feedback

Date	Feedback	Themes	1 - Wording/ layout	2 - Charges	3 - Appeals
	<p>a part time job like lots of young people and parents are having to pay charges to enable them to attend. Also many of these young people are on benefits, but if the parents aren't claiming benefits they still have to pay albeit at a reduced cost. The point is for the young people aged over 18, they are adults and so I do not feel it is appropriate to means test their parents income. It should be based on their own income once they turn 18 in my opinion for reasons already mentioned.</p> <p>I also agree with making it clearer that post 16 transport provision is different from home to school transport and as I discussed with Sarah Russ today in more detail, I would like what counts as education and training to be made clearer so that more young people are not missing out on valuable training which is essential to their wellbeing and mental health just because they can't access the transport needed to get there and back as is the case with my son sadly currently.</p>				