

# Post-16 transport policy statement

## Academic year 2022-23



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# Introduction

We are required under Section 509A of the Education Act 1996 to publish our annual transport policy statement each year.

The Post-16 transport policy statement sets out the arrangements for transport, or other support, which are available for young people ensure that anyone of 'sixth form age' can attend education or training from September 2022.

Sixth form age covers any child or young person aged 16 to 19, or up to the age of 25 with learning difficulties and/or disabilities. The statement is for all post-16 learners, which means young people from the age of 16 who are in education or training, continuing learners aged 19 including those with an education, health or care plan (EHCP) up to the age of 25.

The Council held a consultation from Monday 28 March to Friday 6 May 2022 on this statement before its publication. If you have any feedback on the statement please contact the Pupil Services travel assistance team - Ali Akbar (Travel assistance officer) on **020 7364 4435** or email **ali.akbar@towerhamlets.gov.uk** or Rehanaz Begum (Operations manager) on **020 7364 1427**.

We will run another consultation on Let's Talk for the Post-16 transport policy statement for academic year 2023-24 in March 2023.

# The Council's Aims and Objectives

The council has the following aims and objectives when assessing transport/travel support, as stated in the children's travel assistance policy:

## General Principles

- 1.1 Tower Hamlets Council is clear in its commitment to improving the life chances of people with disabilities and the support provided to their families and carers.
- 1.2 For children, it's widely recognised that travelling to school as independently as possible is a valuable experience for young people as they grow up. And for adults, maintaining as much independence as possible is the core strand of our approach to supporting adult's health and wellbeing in the borough.
- 1.3 The aim of this policy is to ensure that appropriate travel assistance is provided to those who are eligible, to promote parent/carers responsibilities, and to support personal freedom, confidence and independence of children by travelling independently.
- 1.4 This means that all residents should lead their lives with the same opportunities and responsibilities and be treated with dignity and respect. This approach supports greater inclusion, particularly for those who are most often excluded, empowering those who receive services to make decisions and shape their own lives.
- 1.5 The aspiration is to support children, young people and adults develop a range of skills and build confidence to travel either supported or unsupported to school, college, day services, and work placements and in the wider community using the most appropriate methods of transport confidently and safely.
- 1.6 The council is also 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.
- 1.7 This policy has been developed with full regard to the Department for Education Home to School Travel Guidance.

# What support is available

## Transport for London

Transport for London (TfL) operates a scheme for free and/or discounted travel for children and young people in full-time education or training. The council expects that all post-16 learners make use of their free and/or discounted travel provided by TfL.

Table 1 Free and/or discounted travel offered by Transport for London.

Age group	Free/discounted travel
16-17 (in full-time education or on a work-based learning scheme)	<ul style="list-style-type: none"><li>• Free travel on buses and trams</li><li>• 50 per cent off adult rate pay-as-you-go (PAYG) fares on tube, DLR, London Overground, TfL Rail and most National Rail services</li><li>• Child rate 7 Day, Monthly or longer period Travelcard and Bus &amp; Tram Pass</li></ul>
18 or over (in full-time education or on a work-based learning scheme)	<ul style="list-style-type: none"><li>• Discounted travelcards</li><li>• Discounted bus and tram pass season tickets</li><li>• Add a railcard to your account and save 34 per cent on off-peak PAYG fares and off-peak daily caps on Tube, DLR, London Overground, TfL Rail and most National Rail services</li></ul>
18 or over and in first year of an apprenticeship (Your apprenticeship must be SASE (Specification for Apprenticeship Standards in England) compliant or an approved standard.)	<ul style="list-style-type: none"><li>• Discounted travelcards</li><li>• Discounted bus and tram pass season tickets</li><li>• Add a railcard to your account and save 34 per cent on off-peak PAYG fares and off-peak daily caps on Tube, DLR, London Overground, TfL Rail and most National Rail services</li></ul>

A child or young person must have the correct photocard in order to qualify for the free/discounted travel. Visit **[www.tfl.gov.uk](http://www.tfl.gov.uk)** or call the Oyster helpline on **0343 222 1234** for more information and advice on how to apply for concessions.

## The 16 to 19 bursary fund

The 16 to 19 bursary fund, provided by schools and colleges, is financial support to help young people overcome specific barriers to participation so that they can remain in education.

There are two types of bursary:

1. A bursary for students in vulnerable groups.

The amount can be up to £1,200 a year for children or young people in one of the following defined vulnerable groups:

- In care or recently left local authority care
- in receipt of Income Support, or Universal Credit, in their own right
- in receipt of you Disability Living Allowance (DLA) in your name and either Employment and Support Allowance (ESA) or Universal Credit
- you get Personal Independence Payment (PIP) in your name and either ESA or Universal Credit

2. Discretionary bursaries which institutions award to meet individual needs e.g. help with the cost of transport, meals, book and equipment. To be eligible for a discretionary bursary, a child or young person must:

- Be aged 16 or over but under 19 at 31 August 2022.
- Be aged 19 or over at 31 August 2022 and have an education, health and care plan (EHCP).
- Be aged 19 or over at 31 August 2022 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. To apply for support from the bursary fund, you should contact your school or college to make an application and you may need to make a new application for each year of study.

They will decide on the amount, how and when it will be paid and will very likely take into account a learner's behaviour or attendance.

Further information can be found at [www.gov.uk/](http://www.gov.uk/) search for post 16 bursaries.

## Learner support funds: New City College (Tower Hamlets)

Learner support funds refer to money given by central government to further education colleges to help students, and to local authorities to help school sixth formers. The information given below about college discretionary learner support is specifically about the way in which New City College uses its funds to support students, but other colleges use them in similar ways.

Through learner support funds, the college is able to assist learners who are socially or economically disadvantaged. Discretionary Learner Support Funds can be used to support learners with course related books, compulsory equipment, domestic emergencies, travel, food, other accredited fees, compulsory college trips and other costs or emergencies associated with learning and attending college.

The college concentrates assistance from its learner support fund on disadvantaged students and those on low income. It therefore needs information about students' income before deciding applications for support. Students apply to the 19+ adult bursary fund, where is a maximum standard payment of up to £200 per year may be awarded and is based on low income, course hours and good attendance.

Application for support is made online and further advice and guidance is available throughout the college's bursary contact points. Along with their application form, students need to provide documentary evidence of their own income and that of their parents or guardian (including details of entitlement to welfare benefits).

Students can apply for support from the college's learner support once enrolled in college courses from September. Applications are considered for full and part-time courses. There are no deadlines but learners are strongly advised to apply online as soon as they start your course. Learners need to apply once during the academic year. Once assessments are completed applicants are notified of the outcome. The college can also support students with emergency hardship payments if students are facing financial hardship such as travel to and from college, benefit stoppages and homelessness, etc.

The fund is limited and there is no guarantee that all applications will be successful. College Welfare Advisors can provide confidential advice regarding practical problems students enrolled at the college might face. Student Welfare Advisers can provide advice on entitlement to welfare benefits and can represent students if difficult issues arise between them and the benefits agencies.

Students can also access the college's counselling service, while youth and community workers are always on hand to provide support to students when needed.

The college uses its 16-19 bursary to assist students who come from low-income households. It also provides a hardship fund that any student can apply to where they are experiencing financial hardship such as meeting the cost of travelling to school or to a university entrance interview.

1. **Vulnerable bursary:** 16 to 18 year olds who fall in the vulnerable groups may receive up to £1,200 per year, split into five equal payments of £240 per term, subject to good attendance.

2. **Discretionary bursary:** 16 to 18 year olds whose parental income is less than £21,000 or are in receipt of welfare benefits receive a total bursary payment of £250 per year. The total is split into five equal payments of £50 per half term, subject to good attendance. They also receive a daily free meals allowance of £3.

## 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 £175 per child per week, while you're 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:

- Your 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'll 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're a parent under 20 at the start of your course.
- You're 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.

You must choose your learning provider and childcare provider before you apply.

You need to make a new application for each year you study.

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.

For more information please visit <https://www.gov.uk/care-to-learn/how-to-claim>

## Local authority support for young people

The Council can support young people with or without SEND to access and attend education and training.

All applications for travel assistance will be processed under the Council's policy. For full details of the Council's Travel Assistance policy for young people with and without SEND please visit [https://www.towerhamlets.gov.uk/lgnl/advice\\_and\\_benefits/grants/school\\_travel\\_support.aspx](https://www.towerhamlets.gov.uk/lgnl/advice_and_benefits/grants/school_travel_support.aspx)

It can take up to 30 days for the application to be processed, although many are processed sooner.

### Review

A young person's eligibility for travel assistance will be reviewed at least once a year by the council. Travel assistance may be reviewed and/or removed in the following circumstances (this is not an exhaustive list):

- failure to provide information which is requested
- when there is any significant change in circumstances which affects eligibility, such as a change in home address
- change in the policy or statutory legislation
- where it is proven that assistance was obtained via a fraudulent application
- where the Council's provision has not been utilised

In most circumstances, any changes to a young person's travel assistance will be implemented from the beginning of the next school term. However, if an application is found to be fraudulent travel assistance will be terminated within 5 working days.

### Appeals

If you are unhappy with the outcome of your application, you will have a right of appeal against the decision. There are two stages in the appeal process:

#### Stage 1: Review by a senior travel assistance officer

A senior officer considers written and verbal representations from the young person, their family and officers involved in the case.

#### Stage 2: Review by an independent appeal panel

An independent appeal panel considers written and verbal representations from the young person, their family and officers involved in the case.

## Local authority support for young people without special educational needs and disabilities (SEND)

Young people who do not have an education, health and care plan (EHCP) can apply to Pupil Services for support with travel.

### Who is eligible?

Young people can apply for travel assistance if they meet the following criteria:

- A resident of Tower Hamlets
- Are aged 16 to 18 or a 'continuing learner' who started their course before their 19th birthday
- Attending a full-time course in a maintained school sixth form/college or another establishment. Assistance is not provided to students attending private (independent) fee paying establishments.
- Are attending the nearest maintained establishment at which the course, or most of the course is offered (i.e. at least 50% of the course).
- If the young person is attending a specialist course, this must be one that ends with a nationally recognised vocational qualification such as BTEC or NVQ.
- The establishment is over three miles from the young person's home address.
- Their parents' taxable income was £18,210 or less in the last financial year\*.

\* This figure is based on the Department for Education's (DfE) definition of low pay ('any family earning less than 60% of the national median pay') and may therefore change depending on the national median pay at the time of application.

When assessing an application for travel support, the LA will consider:

- The needs of those for whom it would not be reasonably practicable to access education or training provision if no arrangements were made, especially the most vulnerable or socially excluded such as those with SEND.
- The distance from the learner's home to establishments of education and training and the journey time.
- The cost of transport: support should be targeted to young people who are from low-income families. The council will take into account receipt of 16 to 19 bursary funding, any other awards and parental income.
- Preference based on religion or belief.
- Alternative means of facilitating attendance at establishments eg cycle or moped schemes, independent travel training.

## **Additional Information**

A young person must provide:

- Proof of address i.e. recent council tax bill.
- Proof of registration for their course.
- Proof of parental income, where relevant.
- Any other supporting information with the application.

Any delay or failure to provide this information will affect the outcome of an application.

## **How to apply**

All applicants must read and understand the policy and guidance notes before completing the application.

You can access the application form and guidance notes as follows:

- Download form:  
[https://www.towerhamlets.gov.uk/lgnl/advice\\_and\\_benefits/grants/school\\_travel\\_support.aspx](https://www.towerhamlets.gov.uk/lgnl/advice_and_benefits/grants/school_travel_support.aspx)
- Request a hard copy from Pupil Services, details below.

There is no deadline for applications.

If your application is successful, the council will decide on the most suitable provision, considering the learner's specific needs and the most effective use of the council's resources.

The most common form of assistance provided is a travel pass for the young person. Travel passes are issued on a termly basis if the young person is eligible and can be used at any time within the specified zones.

Students do not have to contribute towards the cost of their travel pass.

Pupil Services  
Tower Hamlets Council  
Mulberry Place  
5 Clove Crescent  
E14 2BG

Write to **[school.admissions@towerhamlets.gov.uk](mailto:school.admissions@towerhamlets.gov.uk)** or call 020 7364 5006.

## Local authority support for learners with SEND

The Local Authority expects and encourages most learners of this age to use public transport and travel independently because of the beneficial effects this will have on the young person's development. However, we recognise that in some circumstances additional assistance with travel may be required.

Where a student has a statement of special educational needs or an Education Health and Care Plan, decisions will be based on parental or student application and assessment.

Tower Hamlets SEN Travel Assistance team will develop personalised travel plans for all students who are eligible for travel assistance working closely with families, young people and schools and colleges to enable the most appropriate travel options resulting in more positive outcomes for the young people and their families.

Consideration will be given to a range of options including:

- the use of public transport
- independent travel training
- a personal transport budget
- a taxi service will generally not be provided. The only exceptions to this will be for those students with severe physical or learning difficulties where, upon receipt of sufficient evidence such as a consultant's medical report, a taxi provision will be considered alongside other options

- the use of pick up points (where appropriate) if council provided transport is necessary.

Tower Hamlets Council is committed to promoting independence for children and young people with special educational needs so that their experiences can be similar to those of their peers. The local authority recognises the importance of extending the range of travelling options available so that the most suitable arrangements can be made to support individual needs. It recognises that travelling to the place of learning as independently as possible is a valuable experience for young people as they grow up.

In order to do this some young people with special educational needs may need extra training to help them learn the skills for greater independence.

### **Independent Travel Training**

Tower Hamlets' aim is to promote a happy and healthy lifestyle through alternative means of travel where possible and appropriate, including, walking, cycling and the use of public transport to and from school or college. It is our priority, where suitable, for young people with special educational needs to be encouraged and supported to travel independently.

Independent travel training helps to provide young people with the skills they need to travel independently. The team currently offers a rigorous and structured programme of support which is designed to promote independent travelling skills for young people with special educational needs to enable them to achieve a higher degree of personal freedom, confidence as well as a crucial life skill.

There is a team of experienced and qualified travel trainers who provide independent travel training from home to school or college. Many young people have already benefitted greatly from the service and are travelling to and from school and college independently.

All eligible learners will be enabled to undertake independent travel training unless they are assessed as being unlikely to benefit from such training. Special transport will not be provided by the local authority for pupils who are able but choose not to participate in the travel training programme.

### **How to apply**

Please contact the SEN Travel Commissioning Team on 020 7364 4397 for further information

### **1.3 Personal Travel Budget (PTB)**

It may be possible for the Council to provide parents/carers with an amount of money to create and manage personalised travel arrangements that best and most flexibly suit the needs of the learner and family. The decision to provide a PTB will be that of the Council and an agreed PTB will be based on the lowest cost form of travel assistance that is available and relevant to the learner. It is the parent's/carer's responsibility to ensure that travel provided is safe and accessible and that school/college attendance is maintained. A PTB can be refused or removed if these conditions are not met.

Applications for travel assistance will be considered against the following criteria:

- The learner has an Education, Health and Care Plan
- The learner is aged between 16 and 19 (and in some cases up to the age of 25) and is on a course of further education at a school, college or training provider.
- The learner has a disability or learning difficulty that currently makes it impracticable or dangerous for them to try to undertake a journey to school or college.
- The course is deemed to be suitable and will provide an educational benefit to the learner as assessed by the SEN Service.
- The need for specific travel assistance has been identified in the learner's statement of special educational needs/transition or Education, Health and Care Plan.
- 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.

### **Evidence and Information**

Any relevant evidence may be considered as part of the assessment of eligibility and may include:

- The Education Health and Care Plan
- Annual Review reports
- Medical Reports
- Information about the nature and reasonableness of the route, i.e. journey times, changes, safety, nature of roads and pavements, congestion, other passengers etc.
- Information from Social Care (initial or core assessment/CAF if appropriate)
- An existing travel training plan (or assessment being undertaken)
- Reports from other relevant professionals relating to the request for travel assistance.

*Please note that the type of travel assistance offered for Post-16 learners is discretionary and could be changed in the future subject to consultation.*

### **How to apply**

Please contact the Children's Commissioning Travel Assistance Team on 020 7364 4397 or 020 7364 6434 for further information relating to the application process or visit <http://www.towerhamlets.gov.uk/schooltransport>.

## Other local schemes

### **Tower Hamlets and Canary Wharf Further Education Trust**

This is a joint initiative led by the council and Canary Wharf Group. Since it was established in 1990, it has supported more than 4,500 residents of the borough.

The Trust's mission is to promote further and higher education as well as vocational training for Tower Hamlets residents with a focus on those in the greatest need of financial support to make the journey through education and into employment.

The Trust provides financial grants to help with education costs (including fees and living costs) for residents in the borough taking further or higher education courses, residential agricultural course or postgraduate course for a vocational qualification. The maximum value of grant is £4500 per year.

The Trust will consider support for the following:

- Recognised part-time and distant learning courses that require the student to take 12 or less guided learning hours of tuition per week.
- Full-time courses at private colleges in the UK.
- For apprenticeships that lead to recognised professional qualifications.

Residents with a household income below £13,000 can also apply for maintenance support.

In general, the Trust will not fund students who can obtain financial assistance from central or local government through schemes like student finance. The maintenance grant can be used to help with any travel costs.

The closing date for the award is the end of July.

### **Ocean Estate Bursary Scheme**

This scheme provides support to residents of the Ocean Estate who are over 16 and in higher education. To apply, you must:

- have been living in the borough for at least 3 years at the application closing date
- also be a resident of the Ocean Estate on this date
- not be excluded from welfare benefits due to your immigration status

The closing date for the award is the end of July.

## **Parmiter Bethnal Green education fund**

If you are under 25 and a resident of Bethnal Green or go to a secondary school in Bethnal Green you could receive up to £200 towards the cost of course books.

You can apply annually for the book grant by completing an application form, which can be obtained by emailing the Clerk to the trustees, Penny Daly on [pennydaly.parmiters@gmail.com](mailto:pennydaly.parmiters@gmail.com).

**For further information on eligibility and how to apply for any of the above schemes, visit**

**[https://www.towerhamlets.gov.uk/lgnl/education\\_and\\_learning/school\\_finance\\_and\\_support/student\\_finance/Ocean\\_Estate\\_Bursary\\_Scheme.aspx](https://www.towerhamlets.gov.uk/lgnl/education_and_learning/school_finance_and_support/student_finance/Ocean_Estate_Bursary_Scheme.aspx) or call 020 7364 5001**

## **Apprenticeships**

The council aims to ensure that all young people who are eligible for an apprenticeship should have access to one.

Young people can either access the council's WorkPath or Young WorkPath service.

WorkPath runs several targeted programmes for young people and is based at:

Employment & Skills Centre  
55 Upper Bank Street  
London E14 5GR

For more information on apprenticeships please contact  
[apprenticeshipinfo@towerhamlets.gov.uk](mailto:apprenticeshipinfo@towerhamlets.gov.uk)



## Those not in education, employment or training (NEET)

This group refers to young people who will be NEET for a short time while testing out a variety of opportunities and those who have major and often multiple issues and are at long term risk of remaining disengaged.

New City College together with organisations such as City Gateway aims to engage this group of young people through mentoring, support and training.

Free bus transport is available in London which allows young people to reach activities planned for them.

NEET young people with a special educational need or disability (SEND) may be eligible for transport provided by the local authority.

Tower Hamlets careers service work with young people aged between 13 to 19 – or up to age 25 with SEND.

The careers advisers support young people with:

- Making choices about their future.
- Getting into education (college, 6th form, university).
- Getting into training (traineeships and apprenticeships).
- Getting into work (including CVs and interviews).

If you are in education and are looking for careers advice, you should speak to your school, college or university first.

If you are not in education and are looking for careers advice, please contact Young WorkPath by phone, email or drop into the Young Workpath centre, which is open Monday-Friday from 9am-5pm. The careers advisers can help you find the right path and arrange support with applying for work and training:

Young WorkPath (Tower Hamlets Careers Service)  
40-42 Watney Market  
E1 2PR

Email [youngworkpath@towerhamlets.gov.uk](mailto:youngworkpath@towerhamlets.gov.uk) or call **020 7364 1401**.

## Local authority support in other circumstances

### Support for students who need to attend a course that is outside Tower Hamlets

Students who are attending a provision outside of the borough may still be eligible for support from the council but must be able to show that they meet the eligibility criteria.

Students in school sixth forms or college can apply for discretionary learner support regardless of whether they are studying in the borough or in another local authority area.

### The Residential Support Scheme (RSS)

Students may be able to get help with the cost of accommodation from the residential support scheme (RSS) of up to £3,458 (up to £4,079 in the London area).

Eligible students must be:

- Be at least 16 and under 19 on 31 August 2022.
- Meet the residency requirements (your college will check this),
- Not be on housing benefit.
- Have a household income of less than £30,993.
- Be studying your first level 2 or level 3 qualification (for example two or more A levels, a diploma or a national vocational qualification).

You may be eligible if you're 19 and either:

- Continuing a course you started aged 16 to 18.
- Have an education, health and care plan (EHCP).

Your course must:

- Not be at a specialist residential centre (your college can confirm this).
- Be full-time at a college in England.
- Be '16 to 19 funded' (your college can confirm this).

Your course must also be more than either 15 miles or a two-hour round trip from your home and not available any closer than that.

You can contact the student support officer at your college for an application form and help with applying or contact the student bursary support service on **0800 121 8989** or email **c2i@studentbursarysupport.co.uk** for more information on this scheme.

# Useful contacts

## Tower Hamlets SEND Transport

The Council provides transport for pupils with SEND to day and residential schools in the borough and elsewhere. For further information and advice call **020 7364 4397** or visit the following address: <http://www.towerhamlets.gov.uk/sendtransport>

## Tower Hamlets parking, mobility and transport services

The team administers transport support for people of all ages. This includes taxi cards, blind and disabled persons Freedom passes and the Orange/Blue badge scheme. You can email **[parking.pdb@towerhamlets.gov.uk](mailto:parking.pdb@towerhamlets.gov.uk)** or write to:

Parking services  
PO Box 14790  
E14 2WA

Tel: 020 7364 5000 (Monday to Friday, 9am to 5pm)

## Sustainable transport ('Sustrans')

Sustrans is the leading sustainable transport charity that provides practical advice that can be passed on to parents and young people to increase their confidence when walking and cycling. You can call **020 7017 2350**, email **[london@sustrans.org.uk](mailto:london@sustrans.org.uk)** or write to:

Unit 2.2  
244-254 Cambridge Heath Road  
London  
E2 9DA

## Dial-a-ride

This is a free, door-to-door mini-bus service for anyone who has a permanent or long-term disability which means they are unable to use public transport some, or all the time. The service provides short, but essential, journeys such as to the doctor, dentist and local shops.

You are automatically eligible for membership if you are:

- A taxi card member.
- Getting the higher rate mobility component of disability living allowance.

- Getting the standard or enhanced mobility rate of the personal independence payment (PIP).
- Registered blind or partially sighted.
- Aged 85 or over.
- Getting a higher rate attendance allowance.
- Getting a war pension mobility supplement.

For further information please visit [tfl.gov.uk](https://tfl.gov.uk), call **0343 222 7777** or email **dar@tfl.gov.uk** to request an application form.

### **New City College**

Attlee A Level Academy  
Arbour Square  
E1 0PT

Tower Hamlets Campus  
Poplar High Street  
E14 0AP

For further information, visit <https://www.ncclondon.ac.uk>, call 0330 135 9000 or email [info@ncclondon.ac.uk](mailto:info@ncclondon.ac.uk)

### **Student Bursary Support Service**

For information and advice on:

- Discretionary Learner Support.
- Care to learn.
- The sixth form college childcare scheme.
- Dance and drama awards.
- The residential support scheme for people studying away from home.

Call **0800 121 8989** or textphone, **0800 917 6048** (Monday to Friday, 9am to 5pm) or email [caretolearn@studentbursary.education.gov.uk](mailto:caretolearn@studentbursary.education.gov.uk) or [1619bursary@studentbursary.education.gov.uk](mailto:1619bursary@studentbursary.education.gov.uk)

### **Other useful websites**

[www.direct.gov.uk/en/EducationAndLearning](https://www.direct.gov.uk/en/EducationAndLearning)

## Complaints procedure

We aim to provide the best possible service, but we know that sometimes things can go wrong. If you're not happy with the way we have dealt with you, please tell us so that we can try to resolve the problem.

Any formal complaints should be handled through the council's formal complaints process by contacting the council's corporate complaints team:

### **Complaints and Information Team**

Mulberry Place,  
5 Clove Crescent  
E14 2BG.

You can email **[complaints@towerhamlets.gov.uk](mailto:complaints@towerhamlets.gov.uk)** or call **020 7364 4161**.