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# PARENT & CARER PACK



## INTRODUCTION

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### WHO IS THE PACK FOR?

We hope that the information contained in the pack will be useful for parents and carers of young people with learning difficulties and disabilities. It may also help parents and carers of young people with physical disabilities find out where they can get support to increase the young person's mobility and independence.

If you can answer "yes" to any of the following questions and want to encourage the young person to be more independent, this pack can help you.

**Is the young person in Year 9 or above?**

**Can the young person walk or move appropriately (including with a wheelchair or other aid) whilst out in the community?**

**Do you think that mobility training would help the young person?**

**Is the young person able to cope whilst out in the community?**

**Does the young person want to become more independent?**

## WHY IS INCREASING THE YOUNG PERSON'S INDEPENDENCE IMPORTANT?

- It will help raise their self esteem and increase their confidence.
- It will widen their horizons and give them more opportunities to experience different people, places and situations.
- It will make them more streetwise.
- It will improve their communication and develop skills to deal with people who are unfamiliar to them.
- It will improve their social and life skills.
- It may help them get a job and participate more fully in activities outside school or college.

- It will help them to cope better in situations where you are not there to guide them.
- It will give parents and carers more freedom.
- It will help give young people the chance to develop their skills to their full potential and have equal opportunity, irrespective of ability.

## WHAT IS THE PURPOSE OF THE PARENTS' & CARERS' PACK?

We think that as a parent or carer of a young person with learning difficulties or disabilities as well as physical disabilities you will want to do as much as you can to prepare them for later life, but to do this, you may need help to know what to do and who to ask for support. You may have worries about the young person's personal safety if they travel on their own, or be unsure about how it will affect the benefits you currently receive.

### **The pack aims to:**

- reassure you about the young person's personal safety
- explain the opportunities for independent travel training in your area
- tell you who you can contact for more information and advice
- provide information about the resources that are available locally and nationally
- set out some simple steps you can take to help the young person travel on their own

## **WHAT IS IN THIS PACK?**

The pack is divided into sections:

### **Getting Started**

This tells you about the work in your area and what pupils, parents and bus drivers have to say about it. It answers concerns about the effect on benefits and what happens if something goes wrong.

### **Getting There Safely**

This gives you some practical information about what you can do to help the young person prepare for their journey and stay safe when travelling.

### **Getting Help**

This provides names and numbers of useful contacts and websites of organisations that provide general and independent travel support for people with disabilities.

### **Frequently Asked Questions**

Gives more information on topics related to independent travel.

In the plastic pocket at the front you will also find:

**Extra Care Card**

People using public transport who may need help during the journey can carry this card. They should show it to the driver when they get on the vehicle and this will alert the driver to the person's needs. There is space on the back of the card to record the person's details or emergency contact details if you wish. We will ensure that companies in our area who provide public transport services know about the cards and train their drivers to give support when it is requested or needed.

**Quick Reference Leaflet**

If you don't want to carry the complete pack, you might want to keep this handy sized leaflet for easy reference when you are out and about with the young person.

**Independent Travel Checklist**

This will help you check the young person's ability to become independent, and to monitor his or her progress as he/she undertakes independent travel training.



# GETTING STARTED

## WHAT ARE THE FIRST STEPS TO INDEPENDENCE?

This may depend on the young person's age, how much support they need and which school or college they attend.

Here are some examples of the work that is underway at some of the schools and colleges in North Lincolnshire:

### **North Lindsey College, Scunthorpe**

- Independent travel is included in the curriculum of students on the Life, Vocational and Personal Skills programme.
- Everyone on the programme gets a chance of using public transport.
- Students who can't walk or use public transport by themselves still learn independence skills such as how to book a taxi.

- In 2006, some students had the opportunity to build their own cycles. They now ride them when they are at home, and one cycle to college.
- The programme leads to qualifications awarded by the Awarding Body Consortium and National Proficiency Test Council.

### **St Hugh's Communication and Interaction Specialist College, Scunthorpe**

- Independent travel training is student centred, to match their needs and level of ability.
- Every child from Year 9 onwards who is working towards transition into adulthood has an opportunity to develop appropriate skills.
- Independent travel is embedded within the curriculum and is nationally accredited through ASDAN and AQA units.
- The School Council has asked that cycling proficiency training is included and this is due to start in 2007.

- A question on independent travel and skills to support transition into the community is included in the annual review of the SEN student statement.
- The school works closely with parents and will only move students to the next level of competency skills with the parent's or carer's permission.
- Gaining national accreditation for students' independent travel training is being considered.

Bus companies in our area are also keen to help people who need extra support when using their services.

### **John Leggott College**

- As part of the Foundation Programme, students working towards becoming independent travellers are encouraged and supported to develop their skills.
- If appropriate, an individual student's learning plan will include achievable travel targets for each week.
- Opportunities are provided for students to use public transport with support and guidance.
- To help some students gain greater confidence in travelling on public transport, we organise 'travel buddies.'
- Provide disability awareness training for their bus drivers
- The local council issue an 'Extra Care Card' which people who need additional support can show to the driver so that he or she knows that they may need help.

### **Stagecoach Lincolnshire**

## WHAT ARE THE VIEWS OF YOUNG PEOPLE WHO ARE NOW TRAVELLING INDEPENDENTLY?

“I like walking to and from College because it makes me the same as everyone else.”

B. North Lindsey College

“ Because I walk to and from College my mum lets me go into town with my friend at weekends.”

L. North Lindsey College

“ I like walking to and from College because I am getting some exercise in the fresh air.”

C. North Lindsey College

“It makes me feel more confident to travel by myself at the weekend with my friends.”

“I’d like to cycle to school to get more exercise and be able to go to the shops.”

“Being independent makes me feel happy and gets me ready for college.”  
Year 11 students St Hugh’s Communication and Interaction Specialist College

“I like to walk to school with my Dad. I like to learn to cross the road. I like to go to the college café and find my way about.”  
Year 10 students St Hugh’s Communication and Interaction Specialist College

“I’d be safer on a bus because there are people around me to help if I’m in a mood or get confused.”  
J.K. Year 9 student St Hugh’s Communication and Interaction Specialist College

“I liked learning to use the escalator because it helped build my confidence so I could use them when I went on holiday to London.”  
L. Year 11 student St Hugh’s Communication and Interaction Specialist College

“I look forward to going on the bus with my friends in independence lessons.”  
F. John Leggott College student

“I don’t feel as frightened getting on the bus now.”

D. John Leggott College student

“It’s good going home on the bus, the same as other students.”

J. John Leggott College student

“I can now go into town on the bus, and catch a bus back to college on my own.”

J. John Leggott College student

## WHAT DO PARENTS/CARERS HAVE TO SAY?

“I really do think it is a brilliant idea for young people to use this training. It boosts their confidence and makes them feel great that they can do something in their adult life.”

“Since starting the training A has learnt to use escalators, cross the road safely and has gone through transition from travelling on the school bus to getting to school independently.”

“It has been a great help with helping S understand road safety, road signs, understand public transport and giving her confidence to find her way around places.”

“I think the project is brilliant as J has no sense of danger outside of the home. It is a big worry to us as she does not listen to us. She takes notice of teachers and assistants and enjoys the training and comes home and tells us what she has learnt, so to us this is a great achievement.”

“Since my son has been involved in the project he has become so much more confident when out and about in the community, and it’s my son reminding me that I should stop, look and listen before crossing the road to stay safe!”

“The project has helped our son N become more familiar with escalators which was a real help when we visited London recently.”

Comments from parents of pupils at St Hugh’s SEN Communication and Interaction Specialist College

## WHAT DO BUS DRIVERS HAVE TO SAY?

“As a bus driver, I understand the difficulties experienced by some of my customers who may have a disability and I will help if I can. Sometimes the signs are obvious, for example wheelchair users or a white stick so I can identify with the situation and act accordingly. Other disabilities may be less obvious. Even a visually impaired person waiting at a busy bus stop can be difficult to identify if their white stick is folded up. At Stagecoach, we receive training and advice on how to deal with many situations that happen to us on a daily basis and as part of that we have a session on disability awareness. This includes both physical disabilities and people with learning difficulties.

I will always do my best to help all of my customers but there are times when this is made difficult for me. For example, thoughtless parking or the

positioning of some of the bus stops can make it awkward for me to get as close to the kerb as I would like for people with mobility problems.

I’m aware that many people with a disability are very independent and will not want any assistance. There may be times when you need to ask a driver for help. Many people find it awkward or embarrassing to ask, but please do as bus drivers will do their best for you. Please help us to help you.”

### **A driver for Stagecoach Lincolnshire**

Bus companies welcome feedback from you about the service you have received, whether good or bad! Please see the Getting Help Section of the pack for the telephone numbers of bus companies in the area.

## WHAT IF SOMETHING GOES WRONG?

Parents and carers will have understandable concerns about increasing young people's independence, and sometimes a young person's journey may not go as planned. It is important that you don't get downhearted, panic and give up. There are ups and downs in the process of learning any new skill. Often the best way for young people to progress is by occasionally getting things wrong and learning from these mistakes. Trained staff at the school or college will give the young person coping strategies. They will also work with you to put in place the 'best fit' solution to students' needs and abilities. That might mean the student getting on the bus at a half-way pick up point, using escalators or cycling to school or college.

## WILL OUR BENEFITS BE AFFECTED?

If you want more advice on this subject call the Benefit Enquiry Line which is a confidential freephone service for disabled people and carers on 0800 88 22 00, or contact one of the organisations listed in the Getting Help section of the pack.



# GETTING THERE SAFELY

For many parents and carers the thought of young people travelling independently for the first time can be an extremely daunting prospect, therefore this section and the checklist provided at the back of the pack are intended to provide parents and carers with some advice and guidance to ensure young people are travelling as safely as possible to and from school or college.

It is essential that young people are confident that they are safe whilst travelling independently and with guided adult support. To help you to achieve this at the back of the pack we have provided a checklist for you to work through with the young person. It covers:

- preparation for the journey
- road safety
- walking
- cycling
- bus travel
- train travel
- taxis and Dial A Ride
- personal safety

It is very important that Parents/Carers have familiarised themselves with the actual journey the young person will undertake at the times concerned. This will ensure that any possible issues appropriate for the young person are addressed. This may involve for example, wheelchair access or reading and understanding important notices. This will also help parents/carers and the young person to feel more confident about the safety of travelling independently.

*Please bear in mind that trained teachers in schools and colleges will have been working with the young person to prepare her/him for independent travel and are always there for you to discuss any issues you may have and offer possible solutions. See the Getting Help Section of this pack for where to get help. You may also wish to provide the young person with a personal alarm and/or a mobile phone.*

In addition to this, to follow are some of the initiatives that have been introduced by North Lincolnshire Council to improve safety and security of passengers whilst travelling within the community:

## CLOSED CIRCUIT TELEVISION (CCTV)

CCTV has been installed on many vehicles operating home to school and college routes to monitor conduct and behaviour of passengers and improve passenger's and driver's perception of safety whilst on board the vehicle. Where CCTV equipment is used operators, parents, pupils, students, and Headteachers have reported reductions in vandalism, poor behaviour, bullying and smoking. One operator noted, where CCTV has been installed "we have been able to successfully pinpoint past and present

cases of bullying by some students which led to action by the college against those responsible."

CCTV footage provides first hand evidence of incidents, verifying events and enabling situations to be resolved more efficiently and without doubt.

In using CCTV, care must be taken to ensure that all Data Protection legislation is observed.

### How is CCTV used?

When an incident occurs the driver informs their manager who will contact the School Transport Team at North Lincolnshire Council. The footage will be viewed in a secure and confidential environment following clear guidelines.



## CONTRACT MONITORING

School transport is routinely monitored by members of staff in the school transport team. Monitoring includes:

- Checking the vehicle used
- Punctuality
- Bus pass checks
- Checking safety procedures, equipment and signs



## EXTRA CARE CARD

Originally introduced by North Lincolnshire Council in partnership with Stagecoach, an Extra Care Card has been included as part of this parent/carer support pack. The card is designed to offer security to pupils whilst travelling independently on transport. The card should be shown to drivers when boarding the vehicle to highlight to the driver that the young person may need assistance during the journey. The back of the card has been left blank for you to add the young person's details on or any emergency contact details if you wish. All operators will be advised that some young people may be carrying these cards and what may be expected of them if one is shown to them.



## GETTING HELP

There are a number of sources from which you can get help with the young person's transport and find out about independent travel opportunities. These will depend on where you live and the school or college the young person is attending.

### YOUR COUNTY COUNCIL

#### North Lincolnshire Council

Education Transport Officer,  
Hewson House, Station Road, Brigg  
☎ 01724 297218,  
email: [schooltransport@northlincs.gov.uk](mailto:schooltransport@northlincs.gov.uk)

The Education Transport Officer can give you advice about the Home to School and Post 16 Student Transport Policies. They will talk to you about ways in which the young person's independence might be increased. For example, this could be by picking them

up at a bus stop rather than at your front gate, travelling unescorted rather than with an escort, travelling on the school bus or public transport rather than specialist transport. The Education Transport Officer works closely with the schools and colleges to which students are transported. Any such change will be discussed and agreed with the school or college first.



## YOUR SCHOOL OR COLLEGE

St Hugh's Communication and Interaction Specialist College

☎ 01724 842960

E-mail: [admin.sthughs@northlincs.gov.uk](mailto:admin.sthughs@northlincs.gov.uk)

The teacher responsible for the independent travel training programmes at St Hugh's can tell you about the work they are doing and the year groups involved. The school is very keen to promote independence for students whilst ensuring that they have the skills and training they need to benefit from it.

## MAINSTREAM SECONDARY SCHOOLS

Baysgarth School

☎ 01652 632576

Brumby Engineering College

☎ 01724 860237

FTC (Foxhills Technology College)

☎ 01724 860458

Frederick Gough School

☎ 01724 860151

High Ridge School Specialist Sports College

☎ 01724 842447

Huntcliff School

☎ 01652 648276

Melior Community College

☎ 01724 868666

North Axholme Comprehensive School

☎ 01724 710368

Saint Bede's Catholic School

☎ 01724 861371

Sir John Nelthorpe School

☎ 01652 656551

South Axholme Community School

☎ 01427 872121

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Vale of Ancholme Technology College  
☎ 01625 652908

Winterton Comprehensive School  
☎ 01724 732777

Each school that provides placements for students with a statement of special education needs and who need additional support has a Special Education Needs Co-ordinator (SENCO). This person can tell you about the training and support they provide to increase the young person's independence. This will depend on the school. We want to encourage mainstream schools to offer training in independence skills for their pupils with learning difficulties and disabilities as far as resources will allow and the Council will provide help with this where we can.

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## COLLEGES IN NORTH LINCOLNSHIRE

John Leggott College, Scunthorpe  
☎ 01724 282998

North Lindsey College, Scunthorpe  
☎ 01724 281111

Both colleges have independent travel training programmes. The member of staff responsible for them will discuss ways in which the young person's independence skills can be increased, the training programmes that are available and the qualifications to which they lead.

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## COLLEGES AND SCHOOLS NORTH LINCOLNSHIRE STUDENTS ATTEND OUTSIDE OUR AREA

You should discuss the possibility of independent travel training with the teacher responsible for the young person. If the school or college is unable to offer any independent travel training, please contact the Council's Education Transport Officer who, with support from the Special Educational Needs Team, may be able to help.

## CONNEXIONS

You can either speak to the Personal Adviser at the young person's school or contact:

Connexions, 60 Oswald Road,  
Scunthorpe, DN15 7PQ

 01724 282200

Personal Advisers can give you advice and guidance on post 16 options as well as general advice on the post 16 transport policy and procedures.

## PUBLIC TRANSPORT

Some of the transport operators may be willing to make special arrangements for people who need additional support. You can get more information on this by contacting the Council or the bus operator concerned. Traveline can also tell you about services and operators in your area.

### North Lincolnshire Council

 01724 297460

Contact the Public Transport Officer for information about the services in your area and any special arrangements that may help you. They can tell you about the Extra Care Card that local Stagecoach services accept. Anyone holding the card should show it to the bus driver to make them aware that the holder may need some help.

The Public Transport Officer can also give you information about the Free and Concessionary bus pass schemes and some other benefits which are available to some people with disabilities and how to apply for them. Passes are also available for some

carers of disabled people. For further details contact North Lincolnshire Council.

From 01 April 2008 a new pass will be issued which provides free travel on local buses anywhere in England (some local restrictions may apply).

### **Bus Operators**

Black and White  
☎ 01724 843355

Hornsby Travel Services  
☎ 01724 282255

Holloways  
☎ 01724 281177

Isle Coaches  
☎ 01724 728227

N. L. Johnson  
☎ 01724 530267

Stagecoach in Lincolnshire  
☎ 0845 605 0 605

Sweyne Coaches  
☎ 01405 704263

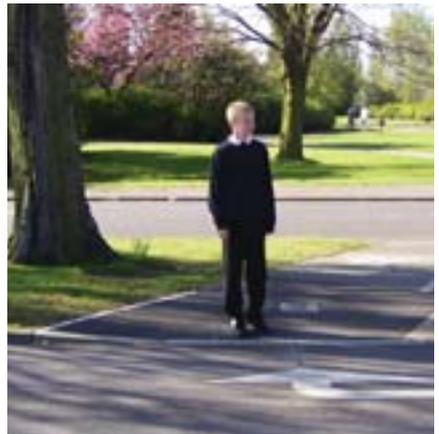
### **Traveline ☎ 0871 200 22 33**

Traveline is the telephone information line for times of all local public transport services. Traveline can give you details of bus and rail services throughout North Lincolnshire. It will provide you with information about the best service to suit your needs, no matter which company runs it.

### **National Rail Enquiries**

**☎ 08457 484950**

Provides a journey planning and information service for the UK rail network.



## Social Services

If the young person is under 18 and has a social worker, you can ask them about possible ways of increasing the young person's independence.

If the young person is over 18, you can contact the Community Team Learning Disabilities which is part of the Integrated Learning Disabilities Team. They are based at Barton House, Brumby Resource Centre, East Common Lane, SCUNTHORPE, DN16 1QQ  
 ☎ 01724 298222



## OTHER SUPPORT GROUPS

### Local Groups

#### Kaleidoscope

Dunstall Street, Scunthorpe, DN15 6JZ  
 ☎ 01724 277766

This is a resource centre that provides a range of information, advice and support for families.

#### Humber and Wolds Rural Community Council

9 High Street,  
 Barton upon Humber, DN18 5PA  
 ☎ 01652 662027

The Transport Team are keen to work with you to identify transport needs of local people and explore ways to meet them.

#### MENCAP

☎ 01724 844729  
 advice and support for people with learning disabilities, their families and carers.

#### Shoptmobility

☎ 01724 297418  
 Hire service for wheelchairs and scooters within Scunthorpe and Ashby.

### **Kidslincs**

☎ 01724 296629

This is a family information service that provides advice about a range of services available to families in North Lincolnshire.

### **North Lincolnshire Parent Partnership**

☎ 01724 277665

Provides information and advice for parents of young people with special needs and works at arms length with the council.

### **NAS North Lincolnshire**

☎ local helpline 01724 857484,

☎ national helpline 0870 6008585,  
website:

<http://members.lycos.co.uk/northlincsautism>

Support group for people, parents and carers with autism.

### **Magic Moments for Autistic Kids**

☎ 01724 337493

Website: [www.mm4ak.org.uk](http://www.mm4ak.org.uk)

Fund raising for activities and support for families with autistic young people.

### **Carers Support Centre**

11 Redcombe Lane, Brigg

☎ 01652 650585,

e-mail: [nfo@carerssupportcentre.com](mailto:nfo@carerssupportcentre.com)

Provides advice and support for people who care for others, including assessments, care plans, etc.

### **D.A.I.S.Y Lincs**

c/o Kaleidoscope, Dunstall Street,  
Scunthorpe.

☎ 01724 277666

e-mail: [daisylinks100@aol.com](mailto:daisylinks100@aol.com),

website: <http://e-voice.org.uk/daisylinks/>

Provides parents who care for young people with disabilities and who need additional support with practical and emotional support.

## **Regional Help Groups**

### **Allergy Induced Autism**

11 Larklands

Longthorpe

PETERBOROUGH PE3 6LL

☎ 0845 130 0004

Medical and dietary support for autistic spectrum disorder conferences, training and research.

### **Arthritis Care**

Unit 7, Carlton Business Technology  
Centre

Station Road

Carlton

NOTTINGHAM NG4 3AT

☎ 0115 952 5522

e-mail: [lynnec@arthritiscare.org.uk](mailto:lynnec@arthritiscare.org.uk)

[nickih@arthritiscare.org.uk](mailto:nickih@arthritiscare.org.uk)

Empowering people with arthritis

### ASBAH - East Region

42 Park Road  
PETERBOROUGH PE1 2UQ

☎ 01733 555988

Fax: 01733 555985

E-mail: [shirleyley@asbah.org](mailto:shirleyley@asbah.org)

The association for Spina Bifida and Hydrocephalus

### British Council of Disabled People

Litchurch Plaza  
Litchurch Lane  
DERBY DE24 8AA

☎ 01332 295551

Website: [www.bcodp.org.uk](http://www.bcodp.org.uk)

BCODP is the UK's National Organisation of the Worldwide Disabled Peoples Movement. Set up in 1981 by disabled people to promote full equality and participation in UK society.



### Derby DrivAbility

Kingsway Hospital  
Kingsway  
Derby DE22 3LZ

☎ 01332 371929

Website: [www.drivability.com](http://www.drivability.com)

Provides an advice, information and assessment service for the disabled and older drivers and passengers in Derby, Nottingham and the East Midlands.

### The Family Fund Trust

PO Box 50  
YORK YO1 9ZX

☎ 01904 621115

Monday – Friday 9 – 6pm

☎ 24 hour Publication Line 01904 550033

E-mail: [info@familyfundtrust.org.uk](mailto:info@familyfundtrust.org.uk)

Website: [www.familyfundtrust.org.uk](http://www.familyfundtrust.org.uk)

The Family Fund Trust aims to ease the stress on families with severely disabled children under the age of 16 by providing grants and information related to the care of the child.

### **Headway – The Brain Injury Association**

4 King Edward Court  
King Edward Street  
NOTTINGHAM NG1 1EW

☎ 01159 240 800

Website: [www.headway.org.uk](http://www.headway.org.uk)

Headway's aim is to promote understanding of all aspects of head injury and provide information, support and services to people who have suffered a head injury and to their families and carers.

### **Sense, UK Deafblind Charity**

Sense East, Upper Floor,  
50 Forder Way, Cygnet Park,  
Hampton  
PETERBOROUGH PE7 8JB

☎ 0845 127 0080

Website: [www.sense.org.uk/](http://www.sense.org.uk/)

### **The Whole Idea**

30 Gardyn Croft  
Taverham  
NORWICH NR8 6UZ

☎ 01603 264724

E-mail: [twi@pobox.com](mailto:twi@pobox.com)

Creates effective, easy to do remediation programmes suitable for school/home use. Ongoing support and advice available.

### **National Groups**

#### **AFASIC – Association For All Speech Impaired Children**

69-85 Old Street  
LONDON EC1V 9HX

☎ 08453 555577 – Helpline

Monday – Friday; 11 – 2 pm

Website: [www.afasic.org.uk](http://www.afasic.org.uk)

AFASIC seeks to raise awareness and to create better services and provision for young people with speech and language impairments.

#### **Barnardo's**

Tanner's Lane  
Barkingside  
ILFORD

Essex IG6 1QG

☎ 020 8550 8822

Website: [www.barnardos.org.uk](http://www.barnardos.org.uk)

Barnardo's vision is that the lives of all children and the young should be free from poverty, abuse and discrimination.

### Birth Defects Foundation

Martindale  
CANNOCK  
Staffordshire WS11 2XN

☎ 01543 468888

☎ 08700 70 70 20 – Helpline

Website: [www.birthdefects.co.uk](http://www.birthdefects.co.uk)

The birth defects foundation is the UK's only charity dedicated to improving child health by combating birth defects and supporting those affected or at risk.

### British Deaf Association

1-3 Worship Street  
LONDON EC2A 2AB

☎ 020 7588 3520

Website:

[www.britishdeafassociation.org.uk](http://www.britishdeafassociation.org.uk)

The British Deaf Association is the UK's largest National Organisation run by deaf people for deaf people. They represent the deaf community united by shared experiences, history and above all by a common language – British Sign Language.

### The British Dyslexia Association

98 London Road  
READING RG1 5UA

☎ 0118 966 2677

Fax: 0118 935 1927

☎ Helpline: 0118 966 8271

Website: [www.bda-dyslexia.org.uk](http://www.bda-dyslexia.org.uk)

To campaign to break down barriers and provide a dyslexia friendly society that enables dyslexic people to reach their potential.

### Contact Family Directory

☎ 0808 8083555

This is a national organisation that provides help and support to families with disabled children.

### Council for Disabled Children

National Children's Bureau  
8 Wakley Street  
LONDON EC1V 7QE

☎ 020 7843 1900

Fax: 020 7843 6313

E-mail: [cdc@ncb.org.uk](mailto:cdc@ncb.org.uk)

Offers advice and an information service for families with disabled children.

### Disability Living Foundation

380 – 284 Harrow Road  
LONDON W9 2HU

☎ 020 7289 6111

☎ 0845 130 8177 – Helpline

Monday to Friday 10 – 4 pm

The Disability Living Foundation believes everybody has the right to be independent and equal, has the power to choose and live their life to its fullest potential.

### **Disability Rights Commission**

DRC Helpline

FREEPOST MID 02164

Stratford upon Avon CV37 9BR

☎ 08457 622 633

08457 622 644 – Text Phone

Monday to Friday 8 am – 10 pm

Website: [www.drc-gb.org](http://www.drc-gb.org)

The Disability Rights Commission (DRC) is an independent body, established by Act of Parliament to eliminate the discrimination faced by disabled people and promote equality of opportunity.

### **Down's Syndrome Association**

155 Mitcham Road

LONDON SW17 9PG

☎ 020 8682 4001

Website: [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

Helping people with Down's Syndrome to live full and rewarding lives.

### **The Dyslexia Institute**

Park House

Wick Road

ESHAM

Surrey TW20 0HA

☎ 01784 222300

Fax: 01784 222333

Website: [www.dyslexia-inst.org.uk](http://www.dyslexia-inst.org.uk)

Founded in 1972 for the assessment and teaching of people with Dyslexia and for training specialist teachers.

### **The Dyspraxia Foundation**

8 West Alley

HITCHIN

Hertfordshire SG5 1EG

☎ 01462 454986

Website:

[www.dyspraxiafoundation.org.uk](http://www.dyspraxiafoundation.org.uk)

The Dyspraxia Foundation supports people in the community through a national network of local groups. These groups offer local knowledge, support and a range of activities.

### **Haemophilia Society**

Chesterfield House

385 Euston Road

LONDON NW1 3AU

☎ 020 7380 0600

Website: [www.haemophilia.org.uk](http://www.haemophilia.org.uk)

The Haemophilia Society is working to secure the best possible care treatment for people with Haemophilia or related bleeding disorders and their families.

### **Hemi Help**

Bedford House

215 Balham High Road

LONDON SW17 7BQ

☎ 020 8672 3179 – Helpline 10 – 1 pm

E-mail: [support@hemihelp.org.uk](mailto:support@hemihelp.org.uk)

Website: [www.hemihelp.org.uk](http://www.hemihelp.org.uk)

Hemi Help provides information and support for parents and professionals dealing with Hemiplegia.

### The Hyperactive Children's Support Group

71 Whyke Lane

CHICHESTER

Sussex PO19 7PD

☎ 01243 551313

Monday to Friday 10 – 1 pm

E-mail: [web@hacsg.org.uk](mailto:web@hacsg.org.uk)

Website: [www.hacsg.org.uk](http://www.hacsg.org.uk)

The HACSG aims to provide ideas, information for parents, carers and professionals towards the management of ADHD/HA.

### ICAN

4 Dyer's Buildings

Holbourn

LONDON EC1N 2JP

☎ 0870 010 4066

Website: [www.ican.org.uk](http://www.ican.org.uk)

ICAN is the Charity that helps children with speech and language difficulties across UK. The Charity works to create a society where their special needs are recognised, understood and met.

### Independent Panel for Special Education Advice

6 Carlow Mews

WOODBIDGE

Suffolk IP12 1EA

☎ 0800 018 4016 for Advice

☎ 01394 384711 for Tribunal Support

Monday – Thursday 10 – 4 pm & 7 – 9 pm

Friday 10 – 1 pm

Website: [www.ipsea.org.uk](http://www.ipsea.org.uk)

IPSEA can provide free independent advice on appealing to the Special Educational Needs Tribunal and free second professional opinions.

### KIDS Working for Children with Special Needs

29 Mecklenburgh Square

LONDON WC1N 2NY

☎ 020 7520 0405

Fax: 020 7520 0406

Website: [www.kids-online.org.uk](http://www.kids-online.org.uk)

Working in partnership with parents or carers. KIDS provides a home learning service using the portage system to help children with learning disabilities to develop their skills and abilities and fulfil their own hopes and aspirations.

### MENCAP

123 Golden Lane

LONDON EC1Y 0RT

☎ 020 7454 0454

Fax: 020 7696 5530

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

National details for MENCAP – see local details.

### **National Association of Special Educational Needs**

NASEN House  
4/5 Amber Business Villages  
Amber Close  
Amington  
TAMWORTH B77 4RP  
☎ 01827 311500  
Fax: 01827 313005  
E-mail: [welcome@nasen.org.uk](mailto:welcome@nasen.org.uk)  
Website: [www.nasen.org.uk](http://www.nasen.org.uk)  
NASEN have over 60 branches with 11,500 members being the leading organisation in the UK working in Special Educational Needs.

### **National Autistic Society**

393 City Road  
LONDON EC1V 1NG  
☎ 020 7833 2299  
Fax: 020 7833 9666  
Website: [www.nas.org.uk](http://www.nas.org.uk)  
National support group for the parents, carers and families of those with Autism and Aspergers Syndrome.

### **National Deaf Children's Society**

15 Dufferin Street  
LONDON EC1Y 8UR  
☎ 0808 800 8880 – Helpline Voice & Text  
Monday to Friday 10 – 5 pm  
Website: [www.ndcs.org.uk](http://www.ndcs.org.uk)  
NDCS is the only UK charity solely dedicated to the support of all deaf children, young deaf people, their parents, carers and families plus professionals working on their behalf.



### National Society for Epilepsy

Chesham Lane

CHALFONT ST PETER

Buckinghamshire SL9 0RJ

☎ 01494 601300

☎ 01494 601400 – Helpline

Monday to Friday 10 – 4 pm

Website: [www.epilepsynse.org](http://www.epilepsynse.org)

The NSE is the largest medical charity in this field in the UK. Committed to providing information and support to professionals and people affected by epilepsy and raising the awareness of epilepsy across to the public.

### Office of Standards in Education (Ofsted)

Alexandra House

33 Kingsway

LONDON WC2B 6SE

☎ 020 7421 6800

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Find out the Ofsted reports for local schools and the LEA Authorities.



### Parents for Inclusion

Unit 2

70 South Lambeth Road

LONDON SW8 1RL

☎ 020 7582 5008 – Helpline

Tuesday to Thursday

10 – 12 noon and 1 – 3 pm

Website: [www.parentsforinclusion.org](http://www.parentsforinclusion.org)

Parents helping parents so their disabled children can learn, make friends and have a voice in ordinary schools throughout life.

### Physically Disabled and Able Bodied (PHAB Ltd)

Summit House, Wandle Road

CROYDON CR0 1DF

☎ 020 8667 9443

Website: [www.phabengland.org.uk](http://www.phabengland.org.uk)

PHAB Ltd has a network of clubs throughout England run by disabled and non-disabled people. Clubs are not just for children many are for over 18's. By joining in club activities people of differing abilities have the opportunity to work, learn and socialise together.

### RADAR

12 City Forum

250 City Road

LONDON EC1V 8AF

☎ 020 7250 3222

Website: [www.radar.org.uk](http://www.radar.org.uk)

This is a disability network advocating, informing and supporting people with disabilities.

### **Rathbone – Special Education Advice Line**

Advice Line Co-ordinator  
Churchgate House  
56 Oxford Street  
MANCHESTER M1 6EU  
☎ 0800 917 6790  
Monday to Friday 10 – 4 pm  
E-mail: [dfaulkner@rathbonetraining.co.uk](mailto:dfaulkner@rathbonetraining.co.uk)  
Website: [www.rathbonetraining.co.uk](http://www.rathbonetraining.co.uk)  
Rathbone provides high quality learning and training support for people who are experiencing significant disadvantage.

### **Rett Syndrome Association UK**

113 Frieran Barnet Road  
LONDON N11 3EU  
☎ 0870 770 3265  
Website: [www.rettsyndrome.org.uk](http://www.rettsyndrome.org.uk)  
RSAUK is a national charity offering information, advice, practical help, friendship and support to people with Rett Syndrome, their families and carers.

### **Royal National Institute for the Blind**

105 Judd Street  
LONDON WC1H 9NE  
☎ 0845 766 9999 – Helpline  
18001 0845 766 9999 Textphone  
Website: [www.rnib.org.uk](http://www.rnib.org.uk)  
RNIB offers information, support and advice for anyone with a serious sight problem.

### **Royal National Institute for the Deaf**

19-23 Featherstone Street  
LONDON EC1Y 8SL  
☎ 0808 808 0123  
0808 808 9000 – Textphone  
Website: [www.rnid.org.uk](http://www.rnid.org.uk)  
RNID offers information, support and advice for anyone with a serious hearing problem.

### **SCOPE**

Cerebral Palsy Helpline  
PO Box 833  
MILTON KEYNES MK12 5NY  
☎ 080 8800 3333 – Freephone for clients and Enquiries: 9 am – 9 pm  
Weekdays, 2 pm – 6 pm  
Weekends and Bank Holidays  
Admin ☎: 01908 321047  
Fax No: 01908 321051  
E-mail: [cphelpline@scope.org.uk](mailto:cphelpline@scope.org.uk)  
Website: [www.scope.org.uk](http://www.scope.org.uk)  
SCOPE is a national disability organisation whose focus is people with Cerebral Palsy. Our aim is that disabled people achieve equality. Our work is focused around four priority areas – early years, education, employment and daily living. For more information about Cerebral Palsy and Scope services, contact the Helpline, which provides free information, advice and initial counselling.

### Sickle Cell Society

54 Station Road  
LONDON NW10 4AU

☎ 020 8961 7795

Website: [www.sicklecellsociety.org](http://www.sicklecellsociety.org)  
Offers information, counselling and caring for those with Sickle Cell disorders and their families.

### Young Minds

102-108 Clerkenwell Road  
LONDON EC1M 5SA

☎ 020 7336 8445

☎ 0800 018 2138 - Helpline

Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)  
Young minds provides a free and confidential helpline which offers advice for any adult with concerns about the mental health of a young person or the young person themselves.

### Tourettes Syndrome Association (TSA)

Black Prince Road,  
LONDON SE1 7SJ

☎ 020 7793 2356

E mail: [enquiries@tsa.org.uk](mailto:enquiries@tsa.org.uk)

Website: [www.tsa.org.uk/](http://www.tsa.org.uk/)

A registered charity dedicated to educating, informing and campaigning which provides support and promotes medical research.

## USEFUL WEBSITES AND HELPLINES

### [www.dontsufferinsilence.com](http://www.dontsufferinsilence.com)

Improving Behaviour & Attendance Division

Department for Education and Employment

Great Smith Street

LONDON SW1P 3BT

For information on bullying.

### [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

Gingerbread

7 Sovereign Close

Sovereign Court

LONDON E1W 3HW

☎ 020 7488 9300

☎ 0800 018 4318 – Helpline

Monday – Friday 9 – 5 pm

The leading support organisation for lone parent families in England and Wales.

### [www.iscis.uk.net](http://www.iscis.uk.net)

ISCIS Central

☎ 01572 722726

E-mail: [central@iscis.uk.net](mailto:central@iscis.uk.net)

Placement and consultancy service. Coded directory of 1400 schools within a section on Special Needs.

**[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)**

Parent Line

☎ Helpline: 0808 800 2222

Text phone: 0800 783 6783

24 hour phone line, informative website. Parent classes running in Nottingham area.

**[www.rethink.org](http://www.rethink.org)**

Rethink

☎ 0208 974 6814

National Advice Service

Monday – Friday, 10 am – 3 pm

Rethink is dedicated to improving the lives of everyone affected by severe mental illness, whether they have a condition themselves, care for others who do, or are professional or volunteers working in the mental health field.

There are a number of websites that give useful information about transport for people with disabilities, travel training and resources. You might like to look at the following:

**[www.coolmove.org.uk](http://www.coolmove.org.uk)**

Travel training for young people aged 15+

**[www.dingding.co.uk](http://www.dingding.co.uk)**

Transport games etc for children aged 5-14

**[www.teachingzone.org/northern/worksheets.htm](http://www.teachingzone.org/northern/worksheets.htm)**

Free resources and worksheets

**[www.motability.co.uk](http://www.motability.co.uk)**

Information about the motability scheme

**[www.youngpersons-railcard.co.uk](http://www.youngpersons-railcard.co.uk)**

Discounted rail travel

**[www.millysfund.org.uk](http://www.millysfund.org.uk)**

Information about personal safety, including when travelling

**[www.after16.org.uk](http://www.after16.org.uk)**

A website for young people with impairment or disability



### [www.skill.org.uk](http://www.skill.org.uk)

National bureau for post 16 students with a disability

### [www.csbps.com](http://www.csbps.com)

Look under programmes and services for safe travel advice for blind and partially sighted

### [www.mobilise.info](http://www.mobilise.info)

Help for disabled drivers

### [www.hedgehogs.gov.uk](http://www.hedgehogs.gov.uk)

Parents'/teachers'/children's information about travel

### [www.rospa.com](http://www.rospa.com)

Information about road safety

### [www.walktoschool.org.uk](http://www.walktoschool.org.uk)

Resources, information for parents and teachers

### [www.larsoa.org.uk](http://www.larsoa.org.uk)

Road safety resources

### [www.kerbcraft.org.uk](http://www.kerbcraft.org.uk)

Child pedestrian training system, resources etc.

### [www.bmweducation.co.uk](http://www.bmweducation.co.uk)

An education website giving information to parents, teachers and pupils about road safety. It contains quizzes, teaching material and advice on independent travel.

### [www.brake.org.uk](http://www.brake.org.uk)

Road safety, resources and publications

### [www.3m.com](http://www.3m.com)

Information about road safety

### [www.cafamily.org.uk](http://www.cafamily.org.uk)

Contact Family Directory

### [www.mencap.org.uk](http://www.mencap.org.uk)

Charity that works with people with learning disabilities, their families and carers.

### [www.myjojo.co.uk](http://www.myjojo.co.uk)

For young people with difficulties or fears about using public transport

### [www.valuingpeople.gov.uk](http://www.valuingpeople.gov.uk)

Advice on travelling independently



## FREQUENTLY ASKED QUESTIONS

### **Q What is the Extra Care Card?**

A Young people using public transport who may need help during the journey can carry this card which is included in this pack. They should show it to the driver when they get on the vehicle and this will alert them to the young person's needs. There is space on the back of the card to record the young person's personal details and/or emergency contact details if you wish.

### **Q What happens if the young person loses their Extra Care Card?**

A Please contact the Council to obtain a replacement. Please be aware that there may be a small fee payable to cover the production cost.

### **Q Will the young person receive any help while travelling?**

A There are no passenger assistants or escorts on public transport, but drivers are trained to recognise the Extra Care Card and provide help and support when it is needed.

### **Q Will the young person still continue to be picked up from home?**

A Until we are sure that it is safe for the young person to make their own way to a pick up point, we will continue to pick the young person up from home if they are eligible for transport. However, we will all work together to help the young person develop the skills and confidence to get to the pick up point themselves. Often this is a phased approach at a pace to suit the young person. We can gradually adjust pick up and drop off points on specialist transport away from the front gate to agreed safe pick up points further from home.



**Q What if the young person tries travelling independently to school or college but can't cope?**

A Don't worry; if the young person is eligible they can go back on specialist transport until they are confident enough to try again.

**Q How can I help to prepare the young person for independent travel?**

A We hope that you find the advice in this pack helpful. You can always approach the young person's school or college and there is information and guidance in the Getting Help section and the checklist included in this pack.

**Q Will I lose my benefits if the young person becomes independent?**

A This may depend on a number of factors. For expert advice call the Benefits Enquiry Line on 0800 88 22 00. This is a confidential freephone service for disabled people and carers.



**Q What will independent travel training cost?**

A The independent travel training provided by the County Council, school or college should be free. For eligible students under the age of 16 travel will also be free. Your County Council will have a policy for post 16 transport, contact them for further information.

**Q What if something goes wrong on a journey?**

A You can put emergency contact details on the young person's Extra Care Card so that they, or an appropriate person can call for help.

All training programmes will give the young person strategies for coping with a range of difficulties. For example; asking for help at an appropriate source, e.g. Boots the Chemist.

Anyone learning new skills will have set backs along the way and learning how to deal with these helps to build the young person's confidence.

Training will sometimes include how to use a mobile phone. The young person can use this to call for help or advice.

It may be possible for the young person to have a personal alarm, which they can use if they feel threatened or are afraid. The school or college may be able to help with this.

**Q How safe is the young person when waiting for the school bus?**

A If you have concerns regarding the safety of the bus stop contact the Council who can carry out risk assessments.

**Q Will the young person be bullied?**

A The young person's independent travel training should include coping strategies.

It may be possible to arrange a travel buddy for the young person.

The school or college may be willing to organise flexible starting and leaving times to avoid the rush.

If you have any concerns regarding bullying contact the young person's school or college or the County Council.

**Q How do I know the young person has arrived safely?**

A The school or college may agree a strategy to contact you to confirm the young person's arrival.

**Q If the young person attends a mainstream school, where do I get help?**

A Every school which provides places for students with a statement of additional needs has a Special Education Needs Co-ordinator (SENCO). This person can tell you about the training and support they provide to increase the young person's independence.

**Q What will happen after the young person leaves school or college?**

A It is advisable to plan for this transition in advance. You can contact Connexions, your social worker (if you have one) or adult social services or the young person's school or college for help and advice.

Further agencies that may be able to help you are listed in the Getting Help section of this pack.

# CHECKLIST

Parents and carers may find it useful to go through the following checklist with, or for, the young person to satisfy themselves that the young person has achieved the appropriate level of understanding of road and personal safety.

If all the boxes cannot be ticked parents and carers may wish to do some training with the young person themselves and/or raise those issues with the young person's school or college.

This checklist deals with the areas which staff at schools and colleges will also be covering with the young people. It is based on the work of Bradford Travel Training Unit.



## 1. PREPARATION FOR THE JOURNEY

### DOES THE YOUNG PERSON KNOW:

- how long it will take to get to the bus/train stop?
- how to get to the bus/train stop?
- what s/he needs to have prepared for the journey? (e.g.) money, coat, bag, bus/train pass or ticket, map, timetable, mobile phone with emergency numbers programmed in, Extra Care Card.
- how to use their mobile phone in case of an emergency?
- how to read a timetable?
- how to read a map?
- when to get off the bus/train?
- how to find their way when they get off the bus/train?
- where to get on the bus/train for the journey home?

## 2. ROAD SAFETY

### Walking and using wheelchairs

#### CAN/DOES THE YOUNG PERSON:

- use a pavement appropriately? e.g. allowing other pedestrians space, not running, not walking at the edge of the kerb or in the road?
- know where low kerbs are located?
- know where ramps/lifts are located?
- know to be aware of the tipping and tilting dangers of wheelchairs at kerbs?
- understand when s/he has reached the end of the pavement and know what to do?
- understand the dangers of moving vehicles including bicycles?
- identify the safest place to cross a road such as zebra & pelican crossings, islands, subways, footbridges, with a school crossing patrol, Police Officer or Traffic Warden, places where s/he can be clearly seen from all directions – not near any parked vehicles?
- know to check whether any vehicles nearby are about to move off by looking for drivers in vehicles, vehicle lights on and listening for engines?
- understand that while s/he may be able to see an oncoming vehicle this does not necessarily mean the driver can see her/him?
- understand that if crossing at a road junction s/he must look and listen for traffic turning the corner especially from behind?
- understand that when crossing one way streets s/he must check which way the traffic is going?



**Can the young person use a zebra crossing, pelican crossing and traffic island to cross the road safely?**

**ZEBRA CROSSING:**

- stop and wait at kerb?
- look & listen for traffic?
- only cross when traffic in both directions has stopped, or no traffic visible?
- walk straight across, still looking & listening?

**PELICAN CROSSING:**

- stop & wait at the kerb?
- identify red/green man?
- understand meaning of red/green man?
- press button and wait?
- cross only when green man is showing?
- walk straight across still looking and listening?
- understand meaning of flashing

green man (cross only if already started) ?

**TRAFFIC ISLAND:**

- stop & wait at kerb?
- look & listen for traffic?
- cross to island when no traffic, still looking & listening?
- stop on island?
- look & listen for traffic?
- cross when no traffic, still looking & listening?



- Can the young person identify subways and footbridges and use them safely?**

**Can the young person use a road with no pavement safely (if necessary)?**

- walk on right hand side of road, facing oncoming traffic?
- walk close to edge of road?
- walk single file if accompanied?

**Does the young person understand the extra issues when crossing roads at night and in poor weather conditions?**

- understand it is more difficult for drivers to see her/him?
- choose well-lit crossing place?
- wear bright coloured clothing?
- understand not to cross if vehicle lights approaching?

**Does the young person understand what to do at railway level crossings?**

- never cross when red lights flash or a warning sounds?
- never go past a barrier that is down?
- always wait behind the stop sign?
- if lights continue to flash after a train has gone another train is coming?
- even if no warnings are obvious, stop, look both ways and listen before crossing?



## CYCLING

### CAN/DOES THE YOUNG PERSON:

- know how to make sure her/his cycle is the right size and safe to ride?
- always wear a cycle helmet?
- know how to make sure other road users can see her/him i.e. wear fluorescent materials in daylight and dusk and something reflective at night?
- know it is an offence to cycle at night without a white front light, a red back light and a red reflector at the back?
- know that before setting off, turning right or left, overtaking or stopping s/he must look behind, make sure it is safe and give a clear hand signal to show what s/he intends to do?
- know that s/he must not ride on the pavement unless there are special signs allowing this?
- know that s/he must always keep both hands on the handlebars, unless signalling or changing gears?
- understand that pedestrians who are crossing the road have the right of way?
- know s/he must obey traffic light signals, road signs and signals made by School Crossing Patrols, Police Officers or Traffic Wardens?
- understand that if s/he is riding with others on narrow or busy roads they must ride one behind the other?
- know s/he must stop for red lights at traffic lights and railway crossings?
- know that, where available, s/he should use routes away from busy roads, and in some areas special cycle routes, paths and lanes are provided?

*(If the young person has undertaken and passed the Cycling Proficiency Test/BikeWise Test these issues and more are covered).*

## BUS TRAVEL

### CAN/DOES THE YOUNG PERSON:

- identify the correct bus stop? This may be different for coming home.
- know to stand on the pavement well back from the traffic while waiting and that it is dangerous to play around at bus stop?
- wait appropriately in a queue and allow people to get off first?
- identify correct bus e.g. read bus number or route details?
- know how to stop the bus to get on?
- know how to ask for driver assistance if necessary?
- offer bus pass, Extra Care Card, correct fare, or check change?
- find an appropriate place to sit with reference to personal safety, other passengers etc?
- know to use a seatbelt if one is fitted? (This is a legal requirement)
- act appropriately during the journey and always obey instructions from the driver?

- recognise where to get off?
- know how to stop the bus to get off?
- know how to get off safely?
- know to wait for the bus to move away if s/he is crossing the road immediately after getting off?
- cope with a bus station if used?

## TRAIN TRAVEL

### Can/Does the young person:

- know how to buy a ticket at the ticket office if appropriate?
- identify correct platform?
- wait sensibly for train, standing well back from the edge of the platform?
- know to allow people to get off before getting on?
- understand tannoy announcements regarding her/his train?
- identify the correct train?
- read the destination on the front of the train?
- board the train safely?
- pay for fare or show pass as appropriate?

- find a safe place to sit/stand on the train?
- act sensibly on the journey with respect to other passengers and her/his own belongings?
- recognise where to get off?
- cope with the railway station?
- identify the correct platform and train for return journey?
- understand that the law states that seatbelts must be worn at all times?
- know never to lean or wave out of the window, or throw or hang anything out?
- know not to block the driver's view in the mirror?
- understand not to open doors or windows unless it is safe and/or if necessary wait for the driver or passenger assistant to open the door?

## TAXIS/DIAL A RIDE

### **CAN/DOES THE YOUNG PERSON:**

- ring the correct number to book a taxi or Dial-A-Ride?
- know her/his own address and telephone number?
- know the address of the desired destination?
- explain the time s/he needs to be picked up?
- understand to check identity of driver?
- know to inform someone appropriate of their intended movements if this is not a regular journey?
- know to keep her/his hands away from the door handles while the vehicle is moving?
- know to use the door on the pavement side when getting in or out of the car and only get out when it is safe to do so?
- know never to do anything that will distract the driver's attention from driving the vehicle?
- know to be cautious about accepting lifts from friends and non professional drivers?
- know never to accept lifts from strangers?

### 3. PERSONAL SAFETY

In reality from time to time unexpected events will occur. It may be useful to go through the checklist below with the young person before s/he travels independently:

#### **DOES THE YOUNG PERSON KNOW HOW TO COPE AND WHAT TO DO IF:**

- s/he has an accident?
- s/he feels ill?
- s/he loses something?
- s/he forgets something?
- s/he doesn't have enough money?
- s/he has something stolen?
- s/he gets lost and needs directions?
- the bus/train is late or does not arrive?
- s/he misses the bus/train?
- s/he gets on the wrong bus/train?
- a different bus/train arrives?
- the bus/train breaks down?
- s/he misses her/his stop or gets off at the wrong stop?

- s/he needs to ask for help?
- s/he can't find anybody to ask for help?
- s/he gets frightened?
- s/he is approached by a stranger?
- people can't understand her/him?
- a road is too busy to cross safely?

**Parents and carers may wish to add further questions depending on the circumstances of the young person and her/his situation.**

