Summary

Earn Your Travel Back (EYTB), originally launched in August 2009, aims to provide young people who have their concessionary travel withdrawn due to a breach of the Behaviour Code the opportunity to earn it back through volunteering in the community.

The first phase of the scheme ended in June 2012 and has since been under review by the Greater London Authority. Enforcement activity has been scaled back during this period pending the reintroduction of EYTB.

The revised scheme is being gradually phased in from 2 April to provide a more cost effective and flexible volunteering solution. The new approach will provide young people with the opportunity to contact established volunteer organisations directly or arrange their own volunteering locally.

Background

Earn Your Travel Back (EYTB) was a manifesto commitment by the Mayor of London. The commitment stated that young people who had their 11-15 or 16+ travel concession withdrawn due to a breach of the Behaviour Code would be given the opportunity to earn it back by participating in volunteering opportunities in their local community.

The initiative is owned by the Greater London Authority (GLA) and supported by Transport for London (TfL).

The initial phase of EYTB saw 3,769 young people participate in bespoke volunteering events organised by a group of third sector organisations. Participation in one of these events was considered sufficient to warrant the reinstatement of the free travel concession.

Overall the scheme was successful. However, a drive to reduce costs and improve the variety of opportunities available resulted in the GLA’s decision not to renew the existing contract agreement.
The new phase of EYTB has been developed to provide young people with greater flexibility in the volunteering opportunity they choose.

There is no longer a central EYTB call centre: previous EYTB contact phone numbers are no longer in use.

Under the new scheme, when a young person has their travel concession withdrawn, they will be provided with two routes to earn their travel back:

1. **Contact a representative from a list of established volunteer organisations**

   The young person will be provided with the contact details for volunteer organisations that have offered Earn Your Travel Back placements in the past. They can then arrange directly with the point of contact to attend a mainstream volunteering event.

2. **Arrange their own volunteering activity**

   The young person can source their own volunteering activity by contacting their school, youth group or a local charity. The young person’s parent/guardian is responsible for ensuring that an activity organised in this way is suitable for their child.

   The parent/guardian is required to check a list of criteria on the EYTB Information Sheet *(See Appendix A)* before their child attends a volunteering activity.

   The parent/guardian must then complete an EYTB Participation Form *(See Appendix B)* and sign to confirm that they consent to their child’s participation and have checked that the organisation has suitable child protection and health and safety policies. The GLA has already checked for suitable Child Protection and Health and Safety policies for established volunteer organisations.

   Once the young person has completed their volunteering, the Participation Form must be signed by the activity supervisor. Completed forms must then be sent to the Community Safety, Enforcement and Policing directorate (CSEP) at the following address where they will be checked and verified before the travel concession is reinstated and a new Zip card is sent out free of charge:

   Youth Team
   Community Safety, Enforcement and Policing
   Transport for London
   9G4 Palestra
   197 Blackfriars Road
   London
   SE1 8NJ

   All young people who have had their concessionary travel withdrawn retain the right to appeal the decision in accordance with the Zip Enforcement Policy *(tfl.gov.uk/tickets/14436)*.

   All EYTB enquiries should be directed to be@tfl.gov.uk.
Eligibility

- Young people are only allowed to participate in EYTB once
- Young people who commit a crime are not allowed to participate in EYTB
- If a young person is eligible for EYTB they will be informed of this in writing by CSEP

Benefits

Phase 2 of EYTB creates a number of benefits:

- A significant cost reduction for the Greater London Authority (and ultimately the tax payer)
- Greater flexibility in the types of volunteering opportunities that young people can participate in
- Recognition of young people who already invest time in volunteering activities
- A clearer link between volunteering and the community

Availability of opportunities

A significant number of young people offered EYTB are under 16 years old. There are limited volunteering opportunities available for this age group due to the additional requirements placed on host organisations.

The option for young people to source their own volunteering should provide greater flexibility in this regard. However, the GLA are continuing to identify more opportunities including actions which can help avoid this situation – for example Thames21 require attendance by a responsible adult to discharge these requirements.

Safeguarding and Health and Safety

The EYTB Information Sheet (Appendix A) provides all parents/guardians with instructions, approved by TfL Legal, which intend to discharge the responsibility for ensuring safeguarding and health and safety issues to the parent or guardian, and requests that they ensure appropriate controls are in place prior to participation.

All volunteer organisations signposted by TfL have been checked against this list by the GLA to ensure that are suitable for supervising EYTB activities.

Raising awareness

- There will be a soft launch. Please advise customers to keep checking the website for updates www.tfl.gov.uk/tickets
- All young people that have their travel concession withdrawn after the launch of EYTB2 will be informed of how to participate in a letter from CSEP informing them that their travel concession has been withdrawn
- A media handling plan is in place to provide guidance on responding to media and VIP enquiries

Appeals, complaints and enquiries

If you receive any appeals, complaints or non-routine enquiries relating to enforcement of the Behaviour Code or Earn Your Travel Back, please contact the Youth Team at be@tfl.gov.uk.

If you have any questions, comments or suggestions concerning this briefing please email rosalievivone@tfl.gov.uk or jamiecole@tfl.gov.uk
Appendix A

Earn Your Travel Back (EYTB) Information Sheet

EYTB is in place so that young people who have breached the Behaviour Code have the opportunity to earn back their concessionary travel by taking part in volunteering that benefits the London community.

If your child has had their concessionary travel withdrawn and wants to get it back quickly you can:
1. Contact one of the organisations listed below, or
2. Arrange your own volunteering activity with a charity or community group

It is your responsibility to ensure that you are satisfied that the volunteer activity you choose is suitable for your child.

Option 1: Contact an EYTB provider

The following organisations are able to offer volunteering places across Greater London. If your child wants to attend an event please contact the supervisor beforehand to ensure that a parental consent form and other arrangements are put in place.

Thames21
Thames21 is an environmental charity, which works with communities across London to improve their rivers, canals and ponds in a wide range of projects. All events advertised on the Thames21 website are open to the public to come along and volunteer to improve London’s waterways.

- Website: www.thames21.org.uk/events
- Contact: Each event has a named contact – see Thames21 website
- Under 16s must be accompanied by an adult

Spitalfields City Farm
Spitalfields City Farm was originally set up by volunteers in 1978 and still relies on volunteers today to help maintain the farm and gardens, look after the animals and assist them in delivering projects. In short, without volunteers there would be no farm. Come down and visit the animals and get involved in a variety of activities.

- Website: www.spitalfieldscityfarm.org/
- Contact: Michelle Sinden
  - michelle@spitalfieldscityfarm.org
  - 0207 247 8762

Option 2: Arrange your own volunteering

If you are aware of an organisation near you that may be willing to arrange a volunteering activity that benefits your community your child may participate in this to earn their travel back. For example there may be opportunities available at your child’s school, a local youth group or charity.

Please turn over.
Before volunteering
Before your child attends any volunteering please ensure you have checked the following:

The Organisation

- The organiser has suitable child protection and health & safety policies, for example:
  - that staff are adequately trained and are competent to supervise the activity taking place
  - where appropriate they have been vetted by the organisation (DBS checks or similar)
  - an appropriate number of staff will be supervising the activity at all times
  - risk assessments have been carried out on each activity

- The volunteering will total a minimum of 4 hours

- The activity is suitable for your child’s age group and level of ability

- The activity benefits the local community

- The organiser has suitable public liability and personal injury insurance

- The organiser is able to provide any necessary training and/or health and safety briefing

- The organiser provides appropriate equipment to undertake the task

You

- Your child wears appropriate footwear and clothing and does not take any valuables

- Your child follows instructions from the organiser and acts responsibly and with care

- You are willing to consent to your child’s attendance (and complete a Parental Consent Form if required by the organiser)

- You are aware of where your child will be, their start and finish times

- You have the organiser’s contact details and provide an emergency contact number

- You consider attending the event with your child or paying a visit to the site beforehand

Please ensure you complete the attached ‘EYTB Participation Form’ and sign to confirm that you have checked the organisation has suitable child protection and health & safety policies before your child attends an activity.

After volunteering

After your child has successfully participated in an EYTB activity, please arrange for the ‘EYTB Participation Form’ to be signed by the event supervisor and for the completed form to be sent to the address indicated.

If we are satisfied that the activity has met the minimum requirements we will reinstate your child’s access to concessionary travel. A new Zip photocard will be sent to you free of charge within 10 working days.

TfL will contact the project leader to confirm attendance and satisfactory participation.
### Appendix B

**EYTB Participation Form**

1. Please complete in **full** using **BLOCK CAPITALS** and in **black** ink.
2. Please write your child’s details on this form before they attend their volunteering.
3. Please sign to confirm you have checked the organisation has suitable child protection and health & safety policies and have consented to their participation.
4. When you complete your activity please ask the supervisor to sign this form to confirm that your child has participated successfully.

#### Volunteer’s details

<table>
<thead>
<tr>
<th>Case no.</th>
<th>EYTB no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full name</td>
<td>Date of Birth</td>
</tr>
</tbody>
</table>

#### Activity details

<table>
<thead>
<tr>
<th>Time &amp; Date</th>
<th>Total duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Description of activity</td>
</tr>
</tbody>
</table>

#### Parent/ guardian’s confirmation

I have consented to my child’s participation in an EYTB activity *(Option 1 & 2)*.

I have checked the organisation has suitable child protection and health and safety policies *(Option 2 only)*.

Name .................................  Signature ...............................  Date ..............

#### Supervisor’s details

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone no.</td>
<td>email address</td>
</tr>
</tbody>
</table>

#### Supervisor’s confirmation

I confirm that the above named person successfully participated in a volunteering activity and that I am willing to be contacted by TfL to verify this.

Name .................................  Signature ...............................  Date ..............

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**Please email your completed form to** be@tfl.gov.uk **or post it to:**

Youth Team, Transport for London, 9G4 Palestra, 197 Blackfriars Road, London SE1 8NJ