



Driving Ahead Scheme

APPLICATION GUIDELINES AND FREQUENTLY ASKED QUESTIONS

PLEASE READ THESE GUIDELINES AND FAQs BEFORE COMPLETING YOUR APPLICATION

1. WHO IS ELIGIBLE?

- 1.1.** Driving Ahead is a package of 46 hours of driving lessons plus the costs of the driving test. The scheme is managed by Live Unlimited and delivered by the AA & BSM Driving Schools. Only young people who are currently in the care of LB Barnet, or who are in special guardianship or kinship arrangements and have been the subject of an LB Barnet care order, aged up to 25, can apply. The scheme is also open to care leavers up to the age of 25 who were previously in the care of LB Barnet.
- 1.2.** Applicants must be a minimum of 17 years old and have a valid provisional driving licence. Applicants will be asked to provide a copy of their provisional licence with their application form.
- 1.3.** To start practical driving lessons, applicants must have passed their theory test. Applicants will be asked to provide a copy of their theory test pass certificate with their application form.
- 1.4.** We can provide support to help applicants study for their theory test, such as online or in-person courses, if required, please let our scheme co-ordinator Michelle Gyamfi know at michelle.gyamfi@liveunlimited.org.uk or on 07955194796.
- 1.5.** The scheme cannot accept applicants who have penalty points on their provisional driving licence.
- 1.6.** Applicants do not need to reside in the London Borough of Barnet to apply for the scheme although they must have been the subject of a LB Barnet care order.

2. WHAT IS THE PROCESS?

- 2.1.** Participation is voluntary. Those selected will be required to demonstrate consistent engagement and commitment to their learning, or they could risk losing their place on the scheme.
- 2.2.** Participants will be asked to provide the name of a mentor who will support them while on the scheme and act as a liaison with Live Unlimited in the event of any changes to the participant's circumstances. Mentors can be chosen by the participant and must be a responsible adult. For example: foster parent, guardian, carer, social worker, social team manager, Virtual School case worker, advocate, independent visitor, personal adviser, work manager, or college lecturer.
- 2.3.** Learning to drive can be a challenging experience. Applicants will be considered on the basis of their commitment and how it will help them secure employment, access education or unlock other opportunities.

3. WHAT HAPPENS AFTER I SUBMIT MY APPLICATION?

- 3.1. Live Unlimited will review the applications and will notify the applicant within four weeks to inform them of whether or not they have been accepted on to the scheme. **CAUTION: we are currently operating a waiting list which means even if you are accepted on the scheme, you may not be able to commence with driving lessons for several months.** If the applicant is successful, please go to section 3.2. If the applicant unsuccessful, we will notify them explaining the reasons they did not qualify on this occasion.
- 3.2. Successful applicants will receive an Application Acceptance email with instructions on what they need to do next. They will be required to provide all documentation requested in the email. **Applicants are required to respond within 7 working days, or the application may become at risk of being rejected.**
- 3.3. Successful applicants who need support with their theory test will be sent a How to Pass Your Theory Test Guide and will be supported until their test date. **Applicants studying for their theory test will be required to book a test within 3 months of their Application Acceptance email. For more information relating to theory test & your responsibilities please see 4.2, 4.3, section 6 & 7.3.**
- 3.4. Successful applicants who have passed their theory test will then be sent our Driving Ahead's instructions on How to Book Your Practical Driving Test. At this stage the applicant will need to be proactive & committed to finding a suitable test date as outlined in the instructions. **Applicants will not be able to start lessons without having a suitable test booked.**
- 3.5. Once the successful applicant has provided confirmation of their practical test booking, they will then receive an Official Offer via email, informing them that a space has become available to start their driving lessons. **Applicants must follow the instructions outlined in the email, failure to do so can result in their place being passed on.**
- 3.6. The now approved applicant will be sent a learner agreement form outlining the terms and conditions of the scheme, which they will need to sign alongside their mentor and return to michelle.gyamfi@liveunlimited.org.uk. **Applicants are required to respond within 7 working days, failure to do so can result in their place being passed on.**
- 3.7. Once the learner agreement is received, Live Unlimited will create a credited account with the AA/BSM (or other approved driving school), and their first driving lesson will be booked on their behalf, using the information submitted by the applicant. **For more information relating to instructor matches, please see 7.5 - 7.9.**
- 3.8. Once the account is set up, the applicant will then receive an email confirmation from the AA/BSM Driving School (or other approved driving school) with their Pupil ID number & login details, their instructor's details, and the date & time of their first lesson. At this point, the applicant will be all set to begin their journey of learning how to drive with Driving Ahead. **For more information relating to lessons, practical driving tests & your responsibilities please see 4.1, 4.3, section 5 - 6 & 7.3.**
- 3.9. **Applicants who have started their driving lessons and then disengage with their driving instructor or Live Unlimited without notification, will be at risk of losing their place on the scheme.**

4. WHAT DRIVING AHEAD WILL FUND

- 4.1. Driving Ahead provides 46 hours of practical driving lessons with the AA & BSM Driving Schools as well as the practical test fee. The 46 hours package will include their practical driving test and a practice lesson beforehand.
- 4.2. Driving Ahead can also pay for the cost of the applicant's theory test if this is beyond their financial reach, and any additional support they may need to help them study for their theory test.
- 4.3. Driving Ahead guarantees one practical and one theory test. However, if either of the tests result in a fail, requests for further tests and driving lessons may be considered in certain circumstances, at our discretion.

5. WHAT DRIVING AHEAD WILL NOT FUND

- 5.1. Driving Ahead will not pay for driving lessons that have already been taken.
- 5.2. Driving Ahead will not pay for any fees or costs incurred as a result of a cancelled lesson or test. CAUTION: All cancellations must be processed on the portal and by notifying their instructor 72 hours before the lesson, Failure to do so will result in the hours being lost.

6. WHAT WILL BE MY RESPONSIBILITIES IF I DO SECURE A PLACE ON DRIVING AHEAD?

- 6.1. To give yourself a good chance of passing your practical test, you will be expected to commit to a minimum of one driving lesson of two hours per week. **You and your respective mentor will be required to read & sign our learner agreement form once you have received our how to pass your theory test guide or our official offer email.**
- 6.2. You must stay in contact with the scheme coordinator, who will be in touch either by email, text or WhatsApp, to see how you are getting on. The scheme coordinator is there to support you, so it's important you respond to messages.
- 6.3. If you have any problems or issues you must let the scheme coordinator know, either directly or through your mentor. They are there to support and help you.
- 6.4. You will be expected to book in your practical driving test within 4 weeks of receiving our How to Book Your Practical Driving Test email. **Caution: Please do not book a test until instructed, any tests booked without clearance may need to be changed to a later date.**
- 6.5. Once you are able to book lessons, it is your responsibility to notify your driving instructor if you wish to rearrange or cancel a lesson within the driving school's agreed terms and conditions. This is not done through Live Unlimited.
- 6.6. You must complete our before and after evaluation and feedback forms to make sure the scheme is achieving its aims and objectives. You may also be asked to attend a one-off focus group if requested.
- 6.7. We would like to use any feedback you give us about Driving Ahead for promotional purposes on our social media, marketing literature and website. We will only do this with your consent. We will not share any personal details about you, other than your age and gender, unless you consent for us to do so.

7. FREQUENTLY ASKED QUESTIONS

7.1. **What support will I get with studying for my theory test?**

Driving Ahead will provide a step-by-step guide on passing your theory test, outsource in-person or online courses available, as well as provide other additional support where needed once specified by the applicant.

7.2. How long will it take for me to start having my driving lessons?

Driving Ahead is one of Live Unlimited's most popular schemes and because of the number of applications we receive, we operate a waiting list which means that there is likely to be a waiting period of up to 6 months.

7.3. What happens if I fail my theory or practical driving test?

Driving Ahead guarantees one practical and one theory test. However, if either of the tests result in a fail, requests for further tests and driving lessons may be considered in certain circumstances, at our discretion.

7.4. What happens if I use all 46 hours of driving lessons and I am still not ready to take my test?

Driving Ahead guarantees 46 hours of driving lessons which typically falls in line with the average amount of lessons it takes for a learner to become test ready. However, Live Unlimited may consider providing extra hours if needed in certain circumstances, at our discretion.

7.5. Will I be able to get a gender specific instructor?

Live Unlimited will endeavour to incorporate all needs and preferences specified in each application wherever possible, however it is important for the applicant to keep in mind that this may not always be possible or cause delays. For example, due to a shortage of female driving instructors, applicants may experience extended wait times for one to become available.

7.6. English is not my first language and I struggle with speaking it, can I get a native speaking instructor?

Live Unlimited will endeavour to incorporate all needs and preferences specified in each application wherever possible, however it is important for the applicant to keep in mind that this may not always be possible or cause delays. For example, we may need to outsource instructors from different driving schools to accommodate different language needs, which may result in additional waiting times.

7.7. I am having problems with my instructor, can I be rematched?

Where possible Live Unlimited would seek to support the applicant during the process of taking your driving lessons and provide suitable advice wherever necessary.

7.8. I would like to raise an issue that I have with my instructor, how should I go about this?

If an applicant has any issues with their instructor, please contact the programme coordinator, as they are there to support you with learning to drive.

7.9. I stopped my lessons halfway through my learning and have since turned 25 years old, will I be able to restart my driving lessons?

Driving Ahead accepts applicants up to the age of 25 years old. Applicants who have informed Live Unlimited of their intentions to take a break, may be considered for readmission on to the scheme, at our discretion. Applicants who turn 25 years old while on the waiting list will still be able to take driving lessons.

Live Unlimited would like to thank you for agreeing to learn how to drive through our Driving Ahead Scheme and we wish you every success throughout your learning to drive journey!!!