

Special Educational Needs and Disability (SEND)
Home to School Travel Policy

2025-2026

CONTENTS

- [Terms We Use in this Document, and What They Mean](#)
- [Policy Statement](#)
- [Section 1 – Background and Scope of the Policy](#)
- [Section 2 - Legal Responsibilities and Eligibility](#)
- [Section 3 – Travel Assistance for Eligible Children.](#)
- [Section 4 – Travel Assistance for Eligible Young People 16+](#)
- [Section 5 – Reviews of Eligibility and Travel Support](#)
- [Section 6 - Application and Decision-Making Processes](#)
- [Section 7 – Complaints and Appeals](#)
- [Section 8 – Policy Review](#)
- [Appendix A – Code of Conduct for Parents and Children / Young People Receiving Travel Assistance](#)
- [Appendix B - Frequently Asked Questions](#)
- [Appendix C – Schools by Travel Hub](#)

To jump straight to the section you need, simply click the section name on the list above.

Terms We Use in This Document and What They Mean:

Parents: The term “parents” should be read to include foster parents, carers and other guardians of children and young people.

The Council / Local Authority: Swindon Borough Council.

SEND: Special Educational Needs / Special Educational Needs and Disabilities.

Special School: A school is a special school if it is specifically organised to make special educational provision for pupils with SEND.

Mainstream School: Means a maintained school or an academy that is not a special school.

EHC Plan / EHCP: Education, Health and Care Plan.

SEND Service: The Council team which assess and manage the reviewing processes for children and young people who may have a Special Educational Needs and/or Disability (SEND).

Travel Team: The Council team which commissions, allocates and manages the home to school travel arrangements on behalf of the Council.

SEND Information, Advice and Support Service (SIAS): Provides confidential, impartial, free advice and support to parents and young people with Special Educational Needs (SEN).

Swindon SEND Families Voice (SSFV): Swindon SEND Families Voice are a non-profit making Community Interest Company formed by parent and carers in January 2018. They are a group of parents that have children with additional needs. They are the recognised forum by the Department for Education and the National Network of Parent Carer Forums (NNPCF).

Policy Statement:

In Swindon we want to ensure all children and young people are as independent and successful as possible in their adult lives. This will be different for each child or young person. We want to enable them to:

- Get a job, become employable or be engaged in meaningful activity
- Live as independently as possible
- Actively participate in community life, have friends and personal interests
- Be as healthy as possible.

Travelling as independently as possible plays an important role in how these outcomes will be achieved.

Section 1: Background and Scope of the Policy:

1.1 The Law

The law with regards to travel assistance is set out in the Education Act 1996 as amended by the Education and Inspections Act 2006.

Sections 508B and 508C of the Act makes provision for local authorities to ensure that suitable travel arrangements are made, where necessary, to facilitate a child's attendance at school. The Council has developed its Travel Assistance Policy in accordance with this legislation and equalities legislation to ensure it is able to meet its statutory duty.

The Department for Education has also issued "Home to School Travel and Transport guidance: Statutory guidance for local authorities July 2014" to explain the law and to assist local authorities when they are making policy decisions.

Section 2: Legal Responsibilities and Eligibility:

Most **parents / carers** take their children to and from school. Where their child has a school place, **parents have a legal duty, and a responsibility**, to make the necessary arrangements to ensure that a child of compulsory school age attends school regularly.

The Council has a statutory duty to provide free suitable travel arrangements for eligible children under the age of 16. For those above the age of 16 there is no entitlement to travel support to and from the named provider (see The Post-16 Transport to Education and Training Guidance 2019 – Point 34).

The policy applies only to eligible children who are ordinarily resident in Swindon Borough Council. If parents pay council tax to a council other than Swindon Borough Council, they must apply to their own Local Authority for help with travel even if their child is attending a Swindon school/setting.

2.1 Eligible child and young person - definition:

This duty applies to eligible children of statutory school age, normally meaning age 5 to ~~25~~ 16. Eligible children and young people are those who meet any one or more of the following criteria:

1. Live outside the statutory walking distance from home to school
2. Live within walking distance but, the nature of the route to school is unsafe
3. Live within the walking distance but are unable to get to school even if accompanied, because of their SEN or disability

All eligible children are entitled to free travel assistance to / from school at the beginning and end of the normal school day. For children under the age of 16 this should be free of charge if they are eligible, however for young people above 16 years of age this is subject to individual Local Authorities policy as there is no statutory requirement to provide travel assistance of any kind for children and young people over the age of 16.

2.2 Home address – definition:

The home address is where the child resides and spends the majority of his/her time. Occasionally a child will have more than one address; in this situation the address used for determining travel arrangements will be the one at which the child spends most of their time, including weekends and school holidays as well as during the week. When the child lives at the other address, they will not qualify for any travel arrangements other than the one provided from the primary address. The Local Authority will not provide travel to and from another address e.g child care providers.

2.3 Qualifying school – definition:

The educational establishments covered by this policy are:

- Community, foundation or voluntary schools including special schools
- Non-maintained special schools
- Pupil referral units
- Academies, free schools and University Technical Colleges
- For children with Education Health and Care plans, independent schools and post-16 colleges if it is the only school named in the child's plan, or if it is the nearest of two or more schools named in the EHC Plan and is not named on the basis of parental preference
- Any other educational establishment, other than a school, where eligible children are receiving education by arrangement made under section 19(1) of the Education Act 1994

Where parents / carers apply for the nearest appropriate school and the school is unable to offer a place, free support with travel will be offered to the next nearest school with a place, providing the eligibility criteria are met and this will be reviewed at each Annual Review.

2.4 Eligible children – explanation:

2.4.1 Compulsory school age

Children are of compulsory school age from the beginning of the term following their fifth birthday until the last Friday in June of the academic year in which they reach 16 years of age. Where travel assistance is assessed as eligible, this will be provided from the start of the reception year and subject to annual review or where there is a change in family circumstances e.g change of address.

2.4.2 Statutory walking distance

For eligible pupils support with travel is provided if their nearest suitable or catchment school is

- Beyond 2 miles (for children below 8) or
- Beyond 3 miles (for children age 8-16)

Distances are measured by the shortest available walking route. This may take into account public footpaths where they are available. The shortest available walking route is one where a child or young person, accompanied as necessary by a responsible adult or parent / carer, can walk safely. A route can only be considered hazardous, if it is hazardous for both an adult and child to walk together.

All distances between children's homes and schools are measured using the Authority's Geographic Information System Mapping (GIS), Q-Routes, alongside Google Maps where required. In this way, all children are assessed consistently in the same way under the distance criterion. This is based on the shortest walking distance as per the Department for Education Guidance.

Where upper distance limits apply these are measured using the shortest vehicular road route, not walking routes.

2.4.3 Road Safety

Travel is assessed for a safe walking route using 'Assessment of Walked Routes to School Guidelines' published by Road Safety Governing Body which identifies hazards and the assessment of risk of walked routes to school

2.4.4 Unsafe routes

If a walking route is assessed as unsafe provision of travel assistance will be made available. The assessment will be carried out by the Council's Travel Team.

2.4.5 The Assessment of a safe walking route

As it is the duty of parents to ensure that students attend school, the law on safe walking routes assumes that a responsible adult **will** accompany students to and from school.

A safe route will be on footpaths along the majority of its length. Short sections of road with a speed limit of 30mph, or less, may be acceptable, subject to assessment.

Crossings of major routes, including all routes with a speed limit more than 30mph, will either be by controlled crossing or by under-or over-pass. This can legitimately involve a diversion or even doubling back on route, but any additional distance will be included in the route measurement.

In determining the entitlement to free travel assistance, the route used in assessing the distance is the shortest safest available walking route in accordance with National Road Safety Guidance.

2.4.5 Primary School Aged Students

Travel assistance, can be provided, on road safety grounds, if the journey to the designated appropriate school would involve the use of roads without footpaths or lighting.

2.4.6 Secondary School Aged Students

There are a number of criteria that need to be met for Secondary School students to receive travel assistance on road safety grounds. The following criteria are based on the expectation that parents will accompany their children to and from school where they consider it necessary:

- a. There is no footway or;
- b. Students have to walk along a dual carriageway with a speed limit of 40mph or higher, and they have to cross a dual carriageway and there is no safe crossing point available. A safe crossing point is defined as one of the following:
 - Light operated crossings
 - Zebra crossings
 - Pedestrian refuge
 - Foot Bridge
 - Underpass
 - School crossing patrol in operation

2.4.7 Education and Inspections Act 2006

The Education and Inspections Act 2006, provides extended rights for students from low income groups.

Low income groups are identified as where the student is entitled to free school meals or where the parents receive the maximum Working Tax Credit. Entitled groups are as follows:

- a. Students aged between 8 and 11 years old – where the nearest school is beyond two miles
- b. Students aged between 11 and 16 who:
 - Attend one of the three closest Secondary Schools to their home address where their home to school distance is between two and six miles or
 - Attend the nearest suitable school preferred on the grounds of religion or belief, where they live more than two miles, but no more than 15 miles from the school

The LA may review all eligibility for travel assistance on a yearly basis. If the student is no longer eligible to travel assistance on these grounds, then the travel assistance will be withdrawn.

2.4.8 Special educational needs (SEN), disability, mobility or medical condition

The eligibility for children with SEN, disability, mobility or medical condition, who cannot reasonably be expected to walk to school, is assessed on an individual basis and it includes the following:

- The child must be attending the nearest appropriate school as determined by the Council following formal consultation
- The child cannot reasonably be expected to walk to school
- There is evidence that their medical condition, mobility issues or special educational needs affect their ability to travel to and from school

The council will *consider* any relevant evidence provided by consultants or other relevant medical professionals that demonstrates that in their professional medical opinion that:

- walking or travelling on public transport in order to go to and from school or
- being unaccompanied by a responsible adult, parent or carer

is unreasonable and would significantly impact their health and well-being.

The child's case will be reviewed at least annually and up to date information on their medical needs will be required at each review. If there has been a significant change in their presentation, this will need to come from a medical professional.

Children and young people who have an Education, Health and Care (EHC) Plan, or attend a special school, **do not** automatically qualify for travel assistance.

2.4.9 Discretionary arrangements

The Council reserves the right to charge towards the costs of any travel assistance provided under discretionary arrangements.

Travel assistance for 3 and 4-year-old nursery age children attending nursery education provided by the Authority is not a statutory provision. ~~Travel assistance will only be offered in exceptional circumstances.~~ Travel assistance for this age group will be granted **only** if the child will be entitled once they reach compulsory school age (5 years old), of which will be provided on a discretionary basis.

Parents of children who attend a specialist nursery and are over age 2 may apply. Each application will be assessed individually based on the child's specific circumstance.

Any assistance granted would relate to the circumstances of the child, not the parent or carer.

The council does not run a concessionary travel scheme.

2.4.10 Exclusions

The Council will not normally provide travel assistance through this policy in the following circumstances:

- so that parents can take siblings to different schools or go to work at a specific time,
- to attend extra-curricular activities,

- to attend doctors, dental or any other appointments,
- to attend breakfast or after school clubs / activities,
- students excluded during the school day (week / term for boarding placements),
- students to attend work experience placements, taster or open days,
- students that are unwell and have to be collected from school during the school day, including students in residential settings who are unable to use the scheduled travel support,
- to or from part-time provision off the school site organised by the school e.g. to vocational classes at a college including movement between educational establishments/sites,
- to or from a place of temporary residence including respite,
- to or from childminders, friends or other family members addresses,
- at a differing time due to detention

2.4.11 Inaccurate Applications

The Council reserves the right to reclaim the cost of any travel provided, if it is found that any incorrect information has been provided to the Council in order to gain admission, or travel to a school, that would otherwise be outside of the eligibility criteria.

Section 3: Travel Assistance for Eligible Children:

3.1 Sustainability arrangements

Travel assistance will be appropriate to the individual needs and circumstances of the child and will encourage them to grow in confidence and independence wherever possible.

The Council will encourage, and promote, sustainable travel options and will aim to improve the physical well-being of those who use them and/or the environment. To this end, priority will be given to walking, cycling, public transport, and shared transport.

The Council also has the responsibility to ensure the best use of resources on behalf of all residents of Swindon and will decide upon the most cost effective and appropriate form of travel assistance for each individual.

Travel arrangements will allow the child to reach school without undue stress, strain or difficulty. Best practice suggests maximum journey time should be 45 minutes for primary school age children and 75 minutes for secondary school age children. There may be situations where a journey time of more than 75 minutes is required. For example, this may occur in travel arrangements for pupils attending out of borough residential settings.

3.2 Travel assistance offer

Once the eligibility for travel assistance is established, the Council will consider on a case by case basis the right type of travel assistance.

In line with the Council's commitment to promote independence, the SEND Service and the Council's Travel Team will work jointly with parents/carers to ensure that:

- Children are able to travel in the most ordinary way as possible – with people they know best, family and friends, developing social interactions, resilience and social communication skills
- The emphasis is always on supporting and advising families to support their own children. Support should be the most inclusive and least specialist form of travel to ensure that travel support child's wider outcomes

Examples of the following range of options will be considered:

Travel Assistance encouraging:

- Walking (alone or accompanied by parent/carer/friend/adult supervisor)
- Walking bus (walking with other children and adult supervisors)
- Cycling
- Scooting

Travel Assistance using:

- Bus/Train Pass for public transport
- Car Share
- Personal Travel Budget
- Independent Travel Training

Travel Assistance requiring:

- Dedicated school bus routes
- Minibus or shared MPV from pick up points
- Minibus or shared MPV from door to door
- Shared Taxis
- Individual taxi
- Passenger assistance

3.2.1 Personal Travel Budgets (PTB)

The Council is committed to families having choice and control over the best way their children are supported. Parents/carers are best placed to support travel arrangements of their own children.

A Personal Travel Budget is a sum of money provided to parents or carers of children with SEND who are eligible for travel assistance. Personal Travel Budget's enable families to arrange home to school travel directly by using mileage allowance (mileage allowance is calculated at 45 pence per mile in line with HMRC rates). Families can work together to achieve the best possible travel arrangements.

This option of support can only be used with parental consent.

Ways in which the Personal Travel Budgets can be used include:

- Purchasing a travel pass for a parent, or a trusted adult, to accompany the child on public transport

- Paying for a passenger assistant for the child to walk to school or to travel by public transport. Parents or carers may also choose to do this themselves
- Covering the cost of parents driving or cycling with their child to school
- Arranging shared travel arrangements with other parents, such as shared driving responsibilities, walking buses or joint taxi bookings
- Overcoming barriers that may prevent parents accompanying their child to school, e.g. travel/childcare arrangements for siblings

Personal Travel Budgets are voluntary. Parent / carers can stop them if their circumstances change as long as six weeks' notice is given in order that an alternative form of travel assistance can be determined if eligibility remains. They do not have any impact on any other benefits. Parents will be required to sign an agreement with the LA and provide bank details in order that monthly payments can be made. PTBS are required to be renewed on an annual basis as circumstances can, and do, change and it is important that this is considered annually. It is the parental responsibility to reapply each year, PTBs will not be automatically renewed.

Parents receiving the higher rate of the Mobility Component of Disability Living Allowance and who are therefore entitled to a car for their child's use under the Motability Scheme will be considered under the same eligibility criteria and will normally be offered travel assistance via a Personal Travel Budget for reimbursement in the first instance.

Attendance and Personal Travel Budgets:

In cases where individuals are receiving a personal travel budget, attendance data will be collected from the educational setting every half term. Any journeys not taken will then be added up, and the total cost will be deducted from the next Personal Travel Budget payment.

- For example: If 2 days of school were missed, at a total of 15 miles not travelled, then £6.75 will be deducted from the next payment (15 x 45p – the per mile amount as of September 2023).

The recovery of money following non-attendance is not be based on a means tested system, and will apply to all children and young people (aged 0-25 with an EHCP) receiving a Personal Travel Budget.

For more information on Personal Travel Budget's go to <https://localoffer.swindon.gov.uk>

3.2.2 Minibus and taxi arrangements

If it is deemed necessary to provide such travel support, parents will be responsible for ensuring that children get to any designated pick up point for the vehicle and remain responsible for them until they board the vehicle on their way to school and / or once they leave the vehicle at the end of their return journey. Once on school premises, the school becomes responsible for the supervision of the child/young person.

Some children may be picked up from home.

The Council is unable to guarantee that pick up or drop off times will be compatible with any other arrangements made by parents.

3.2.3 Provision of Passenger Assistants

Passenger Assistants are responsible for the care and supervision of the children/young people to and from school. They will oversee the child or young person's conduct and safety in such a way that the driver is unhindered in his / her duties.

A passenger assistant will only be provided following the outcome of an assessment of the child's Special Educational Needs and / or medical needs in order to meet the needs of the students travelling to and from school. The assessment may be different in a school or home setting. This determination will be made by the SEND Service in liaison with the Council's Travel Team considering:

- A student's medical needs, particularly where rescue medication or emergency intervention is required. In this instance the student's individual health care plan should be provided clearly stating:
 - the frequency of any medical intervention required
 - the level of risk associated with not receiving the intervention
 - the level of risk associated with giving the intervention
 - what level of training/competency is required from the assistant (e.g. can the task be delegated)
- Where an individual student's needs create a clear danger or health and safety risk to themselves and other passengers on the vehicle

The consideration for a passenger assistant will be based on evidence received from all relevant parties including parents, medical professionals and educational settings.

Provision of a Passenger Assistant will be reviewed regularly.

Passenger Assistants will only deliver medical interventions that they have been trained for, and deemed competent to, carry out by a registered health care professional. This training will be determined through the assessment of the provision of a Passenger Assistant under the category of meeting medical needs and based on the evidence provided.

3.2.4 Independent Travel Training.

Swindon Borough Council believes that children and young people with SEND should be equipped with skills to enable them to live long, happy and fulfilling adult lives. As part of our commitment to prepare our children and young people to live independent lives, we have launched our new Independent Travel Scheme.

There are many benefits for young people completing Independent Travel Training (ITT), including:

- Increased confidence and independence
- Decreased reliance on specialist transport and parents/carers
- Improved contribution at school
- More opportunities to go out with friends and join clubs
- More opportunities to go to college or find a job
- Improved emotional health & well-being

The Independent Travel Training Offer includes a range of options to help young people travel independently and confidently, including:

- Walking
- Cycling
- Bus
- Train
- A combination of a different options

You can find out more about Independent Travel Training, including what we offer and eligibility criteria, on the Swindon Local Offer (link below):

<https://localoffer.swindon.gov.uk/itt>

Section 4: Post 16 SEND Education Travel Policy

4.1 The Law

Local Authorities do not have a legal duty to provide free or subsidised travel assistance for young people aged 16-19. However, under Section 509AA of the Education Act 1996, Local Authorities do have a duty to prepare and publish an annual policy statement specifying the arrangements for the provision of travel, or other support, that it considers necessary in order to facilitate the attendance of all persons of sixth form age (16-19) receiving education or training.

Under Section 508F and Section 508G of the Education Act 1996, as inserted by Section 57 of Apprenticeships, Skills, Children and Learning Act 2009, Local Authorities have a legal duty to provide free travel support which it **considers necessary for eligible** adult learners aged 19-25, and who have an Education, Health and Care Plan to attend **qualifying establishments**. **It should be noted here that:**

- **Swindon Borough Council does not provide Travel Support to training providers.**

4.2 Students Aged 16-25 with an Education, Health and Care Plan

Support is available due to Physical Impairment or other SEND, of which the nature and severity means the pupil is unable to walk to their educational setting, even where there is a relatively short distance.

This support is only available for students who are on full time courses.

4.3 Travel support offer

4.3.1 Bursary fund for 16 to 19-year olds

If you're aged between 16 and 19 years and think you might struggle with the costs for full-time education or training, you can apply to your college for a bursary. The bursary scheme is made up of two elements:

1. A bursary of £1,200 per year if you are considered to be vulnerable;
The definition of 'vulnerable' includes: those students who are in care or a care leaver; students in

receipt of Income Support or Universal Credit; those students receiving Employment and Support Allowance (ESA) and / or in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP). If you qualify, the bursary will be paid direct from your school or college.

2. A discretionary award if you are facing financial barriers. This can include if you are having difficulty in meeting the costs of transport, meals, books and / or equipment. Your college or training provider is responsible for deciding who is eligible, how much to pay and how regularly it will be paid. The college or training provider will usually want to see evidence, for example a letter regarding your benefits.

This bursary is available to help students who are studying at a publicly funded school or college in England, and does not apply to students attending a University. For more information, as well as the application form, follow the link below:

<https://www.gov.uk/1619-bursary-fund>

4.3.2 Discretionary Support Funds

Funding bodies give colleges money so that they can make hardship grants available to their students. These funds are aimed at helping disadvantaged students with the costs of further education, for example, because they have a low income or have a disability.

Each college has their own policy on who is eligible for funding and what they will provide grants for. Grants can cover the cost of:

- childcare and related travel costs
- course related books and equipment
- travel to and from college
- course field trips
- examination fees

Please contact your Student Support or Welfare Officer at the college for further information and help in applying.

4.3.3 Care to Learn Bursaries

The intention of Care to Learn (C2L) provides help for young parents (defined as those aged under 20) to continue in education after the birth of a child. It provides funding for childcare whilst the young parent is engaged in a study Programme and is not able to provide care for their child. C2L can also help with travel costs involved in taking the child to the childcare provider.

For more information, as well as the application form, follow the link below:

<https://www.gov.uk/care-to-learn>

4.3.4 Apprenticeships and Traineeships

Travel assistance is not provided for students on apprenticeships and traineeships. The learning provider is responsible for ensuring that reasonable expenses are met fully if they are needed to overcome barriers to learning / training. These may include the cost of travelling to or from the place of learning/training or the work placement element. For further information, please contact your learning provider.

Young people who have a disability or health condition (physical or mental) that makes it hard to get to and from work may also be eligible for support through Access to Work. Further information can be found via www.gov.uk/access-to-work

4.3.5 Young Persons' Bus Travel Pass

Details of where to obtain these can be found at <https://www.swindonbus.co.uk/travelpass-networkpass-tickets> along with the current price of various types of ticket.

Students may purchase discounted travel tickets from the <https://www.swindonbus.co.uk/buying-travelpass-online-and-renewing-it>

4.3.6 Railcards

A 16-25 Railcard saves 1/3 on rail fares throughout Great Britain for a year. Minimum fares apply for travel at or before 10.00am Monday to Friday (except during July and August). For further details and up-to-date prices go to <http://www.16-25railcard.co.uk>

4.4 Special Educational Needs and Disability and EHCPs

4.4.1 To qualify for travel support, a student must:

- Live in Swindon;
- Be 16 to 18 years of age on 31 August 2021 - or aged 19 if he / she started their course(s) before their 19th birthday (note: support is not available for students who start a new course after or part-way through a year after their 19th birthday);

OR

- Be 19 to 25 years of age on 31 August 2021, and have an Education, Health and Care Plan.

AND

- Meet eligibility criteria

4.4.2 Travel assistance for young people age 16-19 with EHCPs

The vast majority of students with EHCPs will be able to travel to further education college placements on public transport with the support available universally to all students (see support outlined in part 4.3 above). **There is no statutory duty to provide free travel assistance to this age group.**

Additional consideration for support is given when the severity of special educational need or disability makes travel assistance essential, or they have to travel much further from home to attend a school or college which can meet their needs (as named in the EHCP).

Following the Home to School Travel Consultation 2025-2026, excluding those receiving free school meals, families will be required to fund the full cost of travel support for young people aged 16-18 years old.

Travel assistance is provided via the most cost-effective method. Suitable travel arrangements can include:

- A personal travel payment
- A bus or train pass
- A seat on a minibus
- A seat in a taxi

Travel assistance, if agreed, is for one return journey from a designated pick up point (not necessarily the home address) to the school / educational establishment during standard academic terms only and at the official start and end of the day. Travel assistance cannot be provided to meet a student's individual timetable. Additional journeys outside of the start and end of the School/College Day will be the responsibility of the student, parent or carer to arrange and fund.

Where the course the student is studying is on a split site, assistance will only be provided to the main qualifying campus.

Travel assistance is not provided for induction days, transitional periods, medical appointments nor work experience.

Applications for students with learning difficulties and / or disabilities aged between 19 and 24 years of age for travel assistance will be considered on an individual basis for a first course of study. This is for students with the most severe disabilities with no other means of transportation.

An assessment will be made of the application taking account of this Travel Policy Statement, the particular circumstances of the applicant and the case for assistance with travel.

Where travel assistance is agreed, it will normally continue during the agreed course of study until the end of the academic year in which the students 25th birthday occurs but will be subject to annual review.

In all cases travel assistance will be reviewed throughout the course and independent travel encouraged.

4.5 Application

It is important to note that although a student may have an Education Health and Care Plan or may have had one whilst at school, this does not automatically entitle the student to travel assistance once in post 16 provision and they must apply under the post 16 policy.

Parents or carers applying for travel assistance should provide relevant evidence to the Council's Travel Team to support their application for the assessment for transport assistance as noted above.

An application for travel assistance will need to be submitted and an assessment for eligibility undertaken. <https://swindon-cxm.uat.jadu.net/xfp/form/1558>

The following information will be considered:

- The age and severity needs of the student
- The distance to the relevant establishment (over 3 miles statutory walking distance). Further evidence will be required if the student does not meet this requirement.
- The length of the journey
- Whether the student can use public service vehicles.
- Whether the student is applying for travel to their nearest college, Sixth Form College or school offering their chosen or a **comparable** (not necessarily the same) course.
- Be attending a full-time course (a minimum of 540 hours per year – approximately 14 hours per week – of supervised study across three academic terms).

The Local Authority will consider requests for assistance on a case by case basis, therefore, the level of assistance ultimately offered will depend upon the needs of the learner and the travel arrangements already serving the school or college.

4.6 Review

The EHCP annual review process will provide an opportunity to discuss travel arrangements.

Section 5: Reviews of Eligibility and Travel Support:

Each year, a child or young person's needs for travel assistance will be reviewed, and assistance may be amended or withdrawn if it is no longer required or a child or young person is no longer eligible.

5.1 EHCP Annual Reviews

EHCP Annual reviews should always discuss travel arrangements and in particular:

- At the end of Year 3 in which the child or young person attains the age of 8 years
- At the end of Year 6 in preparation for transfer to secondary education
- Y9 review for possible requirements for extended curriculum studies
- During Year 11 for those young people transferring to Post 16 in a maintained school
- Following the successful completion of Independent Travel Training
- Change of address or family circumstances

Schools will then forward any relevant details to the Council together with the EHCP Annual Review paperwork so that a decision to continue, amend or withdraw travel support can be made.

In addition to the review points described above, the Council has discretion to review travel arrangements for a child or young person whenever necessary. The Council may request up-to-date information from parents and/or schools in order to establish whether travel needs have changed. When travel arrangements are reviewed, consideration will be given to strategies for supporting a child or young person with independent travel.

5.2 Moving Home and other Permanent Changes

Changes to the permanent home address are very likely to affect a child / young person's entitlement to travel assistance and, in these circumstances, the eligibility will need to be reassessed again in accordance with the Council's policy.

Parents must inform the SEND Service and the Council's Travel Team of the change as soon as possible. **Travel arrangements can take up to 14 working days to amend, and so notice is required.**

The eligibility for travel assistance will be reassessed against the new address or the Council will also investigate whether there are any appropriate schools nearer to the new family home. Where appropriate schools exist nearer to the new family home and the child or young person has an EHC Plan, then the Council may consider amending the EHC Plan to name a closer school.

If the child's school is not deemed as the nearest appropriate school to the new home, the child may not be eligible to receive travel assistance.

It will be parents' responsibility to make their own arrangements to transport their child or young person to and from school until any new travel assistance is in place and confirmed within the first 14 working days from the date of notification.

5.3. Withdrawal of Travel Assistance on Health and Safety Grounds

The Council has a responsibility to ensure the health and safety of all children and young people for whom travel assistance is provided. We also have an obligation to ensure the health and safety of drivers and passenger assistants. If a child or young person behaves in a manner that places the health and safety of those on board a vehicle at serious risk, or presents a serious risk to themselves, this may result in travel assistance being withdrawn with immediate effect.

The parent will be informed of any incident that has occurred involving their child and they will be given an opportunity to make representations to the Council or appeal against the Council decision to withdraw travel assistance for their child. Details of how to appeal are in Section 6 of this policy.

The Council will work together with parents/carers and the educational setting to find an alternative way for the child to get to school safely but, during this process, the parent of the child or young person will be responsible for making suitable arrangements to get the child or young person to school.

There is a Code of Conduct to help young people understand what is expected of them when travelling. Please see Appendix A for detail.

Section 6: Application and Decision-Making Processes:

6.1 Application for support with travel

Parents who believe that their child may be eligible for assistance should make an online application available at <https://swindon-cxm.uat.iadu.net/xfp/form/1558>

The completion of an application form does not automatically guarantee the entitlement for travel assistance.

If the child is transferring to Primary or Secondary school for the first time, the applications must be received no later than 30th April. Where applications for phase transfer to Primary and Secondary provision are received after the closing date, whilst every effort will be made to put travel assistance in place for the first day of term, this cannot be guaranteed.

Parents should attach any documentation that they feel may be beneficial to for the Council to consider. All existing information already held by the Council will also be used to determine eligibility, for example an EHC Plan.

If the child uses a wheelchair or buggy, or needs to carry equipment, such as oxygen, medication, walking aids, etc. the Council will need to know the details (including make and model of any wheelchair or buggy) to help assess the most appropriate form of travel assistance.

If a child or young person requires a booster seat in order to travel safely and comfortably, this must be provided by the parent - the Council's Travel team must also be made aware of this.

6.2 Decision making process

6.2.1 Eligibility

The eligibility decision is made by the Council's Travel team. All cases will be considered individually.

All existing and new information submitted at the time of the application will be taken into account.

Parents/carers will be notified of the outcome of their application in writing within 15 working days of receipt of the application. Should the application be refused you will be informed of the reasons for this along with what your options are.

If support with travel to school is agreed parents/carers and children/young people will be asked to sign a Code of Conduct (see Appendix A).

6.2.3 Type of travel support

The type of travel support is taken by the Council's Travel Team.

The views of the young person and parents will be considered, but the final decision on the type of travel assistance offered will be made by the Council.

They will determine the mode of travel assistance that delivers the best value for money for Councils tax payers, taking into account any special arrangements needed to support the child's assessed SEN needs, disability, mobility or medical needs.

Where this is different to the views of the parents or the young person, an explanation for the choice will be given. Parents may be asked to support their child with home to school travel, for example a Personal Travel Budget or accompaniment on public transport, however this can only be implemented with parental consent.

Section 7: Complaints and Appeals:

7.1 Complaints

Usually complaints arise when you are unhappy about something. You may feel you have not been dealt with properly, that information given to you was incorrect or that there has been an unacceptable delay. For these sorts of issues, please follow the complaints procedure which can be found on Swindon Borough Council's website or requested by calling 01793 463000.

7.2 Appeals

With an appeal, you may be perfectly happy with the way that you have been treated but feel that the wrong decision has been made and would like it re-examined. For these issues, please follow the Appeals policy set out below.

In accordance with the revised guidance for transport appeals, since September 2016, the Local Authority has adopted a 2-stage review and appeal process.

This appeals policy is applicable to children who live within the Borough of Swindon that are attending mainstream and special schools. This appeals policy applies to children with or without an Education, Health and Care Plan (EHCP).

7.2.1 Right to Appeal

Where a parent has been refused transport assistance they can challenge the decision for the following reasons:

- Their child's eligibility
- The distance measured in relation to statutory walking distances; and The safety of the route

Where a parent is not happy with the type of travel assistance offered they can challenge the decision through the appeals process.

7.2.2 Stage 1

Within 20 working days from the receipt of the local authority's home to school travel decision, a parent can make a request asking for a review of the decision.

A parent will be advised of the right for a review within the decision letter.

The request for review should be made by completing the travel appeal form online. A link will be provided by email. The parent should state the reason why the decision should be reviewed and given details of any personal and/or family circumstances the parent believes should be considered when the decision is reviewed.

Within 20 working days of the receipt of the parent's written request a senior officer will review the original decision and will notify the parent by way of detailed written notification of the outcome of the review.

The decision letter will contain the following

- The nature of the decision reached;
- How the review was conducted (including any standards followed e.g., Road Safety GB)
- Information regarding other parties consulted
- What factors were considered
- Information how the parent can escalate their case to stage 2 if appropriate

7.2.3 Stage 2

Following the receipt of the local authority's stage one decision notification, a parent can within 20 working days submit a request to escalate the matter to Stage 2.

A parent should complete a travel appeal form online. A link will be provided by email.

Within 40 days of receipt an appeal will be scheduled with the Education (Travel) Appeals Sub-Committee who will consider both written and verbal representation from both parents and officers involved in the case.

The parent will be notified of the outcome by telephone following the outcome of the appeal panel and will receive formal notification of the outcome within 5 working days. The notification will include

- The nature of the decision reached;
- How the review was conducted (including any standards followed e.g., Road Safety GB)
- Information regarding other parties consulted
- What factors were considered
- If refused, information about how the parent can refer to the case to the Local Authority.

The appeals committee can only make a decision in favour of the appellant for a period of one year.

7.2.4 Local Government Ombudsman

The Local Government & Social Care Ombudsman (LGO) can investigate complaints about councils, all adult social care providers and some other public service organisations. They are a free service, are independent (don't take sides), and can decide if they will investigate your complaint or not.

Whilst the Ombudsman cannot question the council's decision, it can consider your complaint for the following reasons:

- If you think you were refused help unfairly.
- Because of a mistake
- Because your request for help was not handled correctly.

It should be noted that the Ombudsman cannot deal with complaints about travel to an independent / private school, unless it is named in your child or young person's EHC Plan.

Before submitting a complaint to the Local Government Ombudsman, you must complete the council's Home to School Travel and Travel Review / Appeal process first (of which is outlined above). You **must** complete all review stages before making your complaint, as the Ombudsman will not consider your case until you do. If you are unhappy with the outcome, or the process is taking too long, you can then proceed to complain to the Ombudsman.

For more information on how to complain to the Local Government Ombudsman, follow the link below:

<https://www.lgo.org.uk/how-to-complain>

For Home to School Travel specific information from the Local Government Ombudsman, follow the link below:

<https://www.lgo.org.uk/make-a-complaint/fact-sheets/education/school-transport>

Where an appeal is upheld, this does not guarantee funding throughout the school life of the child, and the circumstances under which the appeal was upheld would be kept under review.

7.2.5 Education Transport Appeals Sub-Committee

An Education Travel Appeals Sub-Committee will meet to consider travel appeals. The membership of this Sub-Committee is made up of three Council Officials selected from a pool appointed by the Appeals Committee. These officers will not have been involved with the case previously and should not have any close connection with the appellant. If one of the officers does have a remote connection with the appellant, they may be allowed to take part in the hearing if neither the LA's representative nor the appellant objects

The Education Travel Appeals Sub-Committee will consider case papers for each appeal consisting of the reasons as to why the LA have refused to provide travel assistance, any other relevant information and the parents appeal giving reasons as to why they are appealing against this decision.

Each officer will remain a Committee member for at least one year but there will be no limit on how long they wish to continue as a member providing there is no conflict of interest in the areas mentioned above.

All officers on the Appeals Committee will undertake training on the Travel Policy at least once per academic year to ensure that Councillors become 'expert' in this field.

The Education Travel Appeals Sub-Committee will consider all appeals on their individual merits. The decision of the Sub-Committee is final with no further rights of appeal.

The Education Travel Appeals Sub-Committee must operate within the Travel Policy at all times.

The Education Travel Appeals Sub-Committee must take into consideration the cost of Travel should the appeal be upheld.

If the Education Travel Appeals Sub-Committee agrees to uphold an appeal, it must indicate the length of time for which the travel has been agreed.

Once the appeal has been heard the Education Travel Appeals Sub-Committee will make its decision that day and the Committee Officer will endeavour to contact the parent by telephone the same day to give the result of the appeal. A decision letter outlining the Education Travel Appeals Sub-Committee decision and its reasons will follow usually within one week.

If parents are not happy with the decision of the Education Travel Appeals Sub-Committee then they are able to contact the Ombudsman. The Ombudsman will only be able to look at the way the appeal was conducted and establish whether the LA followed all its processes in the correct manner. They are not able to over-turn the decision.

If the Appeal is in relation to a placement made by order of an SEN & Disability Tribunal, the Appellant and the Local Authority may be bound by any decision relating to travel that the Tribunal has made. The SEN and Disability Tribunal may have specifically come to a decision about placement based on the inclusion of travel costs.

For appeals on the grounds of road safety, parents can only appeal if they believe that they are unable to accompany their child to school. However, the Appeals Sub-Committee will not usually accept the need for parents to be at work as the reason why **travel** should be provided.

The Education Travel Sub-Committee is able to consider applications for assistance from parents of children receiving nursery education as per the School Standards and Framework Act 1998.

The grounds under which the Education **Transport** Travel Appeals Sub-Committee can allow / uphold an appeal are:

- The **Transport Travel** Policy has not been applied properly
- There are discrepancies in the way the application has been handled
- The individual circumstances put forward by the applicant outweigh the normal policy considerations and are considered to be exceptional circumstances.

Examples of exceptional circumstances are:

- If there are exceptional circumstances within the immediate family unit where the child lives that affects the child ability to attend their designated school such as domestic violence. Evidence would be required to support this
- Death or serious illness of parent with whom the child has been living
- In cases of students with Special Educational Needs – additional evidence of need that the Education **Transport Travel** Appeals Sub-Committee is asked to consider

Section 8: Policy Review:

If there are any inadvertent differences between this Policy and the underlying legislation, then the legislation will take precedence, wherever the legislation imposes a higher duty on the Council.

The Policy incorporates the Annual Policy Statement in respect of Guidance for Young people in Post 16 Education and Training.

As part of our commitment to ensuring information published is accessible to the widest possible audience, including those with disabilities, if you require this document in a different format please contact us on 01793 445500.

Appendix A: Code of Conduct for Parents and Children / Young People Receiving Travel Assistance

Parents' responsibilities

At all times parents are legally responsible for ensuring that their child attends school regularly

Parents are expected to:

- Ensure that the school and the local authority have your up-to-date contact details, including mobile phone number, and any emergency contact details.
- Make sure that your child is ready five minutes before a pick-up whether at home or from a pick up point. Please be aware that if your child is late for the pick-up and the driver has already left, it will be your responsibility to get the child to school.
- Always be at home or the drop-off point to meet your child or make arrangements for your alternative emergency contact to meet your child on your behalf.
- Ensure that your child is aware of appropriate behaviour whilst travelling to and from school.
- Make your own **transport travel** arrangements should your child:
 - Finish school before the normal departure time
 - Be taken ill at school and require to return home early
 - Be unable to travel at the normal time, for example due to detention or exclusion
 - Attend breakfast clubs or after school clubs
 - Be on work experience
- Make your own **transport travel** arrangements if a visiting relative or foreign student stays with the family and attends school with your child.

- Ensure sufficient notice is provided to the relevant council team to reassess your child's eligibility to receive travel assistance if the family move home or child changes schools (at least 10 14 working days).
- If advised that your child will be travelling by taxi, when informed which company will be collecting / dropping off your child, contact the operator to confirm the necessary arrangements.
- Provide suitable child seats or other safety equipment for the age and abilities of their child. It is recommended that you speak to your taxi or minibus operator before purchasing this equipment, to confirm what equipment will be required. (Operators will provide standard seat belts and suitable restraints for wheelchairs and wheelchair users.)
- Notify the Passenger Transport Council's Travel Team if your child is going to be absent from school for more than one school day.

Please note - If the Parent or Guardian is not at home or the drop-off point the driver may take the child back to school or to another appropriate place of safety as agreed with the Social Care team.

In these circumstances, the Council reserves the right to pass on any additional costs incurred to the parents. All incidents will be recorded and considered by the relevant travel teams. In the event of frequent repeated incidents, travel assistance may be suspended or withdrawn, pending re-assessment. Information may also be shared with social care for safeguarding reasons.

Code of conduct for a child or young person when travelling

There is a responsibility on all children and young people to behave appropriately whilst travelling.

It is the responsibility of children and young people to:

- Arrive for their transport in good time and with a valid travel pass for travel if one is issued
- Behave in a safe and responsible way at all times
- Get on the correct vehicle, or the first one for which they have a valid pass if issued
- Show any passes to the driver or other officials when asked
- Follow all instructions from the driver, at all times especially in an emergency
- Wear seatbelts at all times where these are provided, and
- Get off safely at the right stop and cross roads carefully.

For reasons of health and safety children and young people must not:

- Smoke
- Eat or drink
- Stand up vehicle the vehicle is moving
- Lean out of the window or door, run around inside the vehicle, climb on seats
- Refuse to wear a seat belt
- Use threatening physical violence or verbal abuse towards other children, driver or passenger assistant
- Cause damage to seats, seatbelts or other equipment
- Be in possession of dangerous weapon

Where the child or young person’s behaviour falls short of the required standards, the Council will work with parents, school and transport travel providers to rectify problems. The Council retains the right to suspend or remove transport travel support where this is deemed appropriate.

The Council’s responsibilities

The council commit to implementing this policy in a fair, open and transparent way. We will treat our service users with respect and maintain good levels of communication with them.

Parent/carerChild or young person

Date Date.....

Appendix B: Frequently Asked Questions

The questions below were provided by parents and carers of children and young people with SEND. Swindon Borough Council have worked collaboratively with Swindon SEND Families Voice to provide this document in response to these questions.

How do I apply for transport?

Under certain circumstances, the Council can arrange assistance with home-to-school travel for eligible pupils resident in the Borough. Decisions about transport travel are made in accordance with Swindon Borough Council’s Education Transport Travel Policy which is published each academic year and can be found on the Schools travel support page on Swindon Borough Council’s website through the link below:

<https://www.swindon.gov.uk/>

If your child does not have an Education, Health and Care Plan, and you would like to make an application for travel assistance you can do this via the Schools Travel Support page on Swindon Borough Council’s website.

If your child has an Education, Health and Care Plan and you would like to make an application for travel assistance you can do this via <https://swindon-cxm.uat.jadu.net/xfp/form/805> <https://swindon-cxm.uat.jadu.net/xfp/form/1558>

When should I apply for transport?

If your child does not have an Education, Health and Care Plan then you can make an application for in-year school travel support at any time. However, please note that applications for the following school year will not be accepted before May in the preceding academic year.

If your child has an Education, Health and Care Plan then you can make an application for in-year school travel support at any time by making an online application.

Please note that applications for the following school year will be considered after school allocation in the preceding academic year.

When will I be told the times for collection/drop-off

If travel assistance has been agreed for children with an Education, Health and Care Plan travel and the mode of travel is:

- a) Independent Travel Option
- b) Provision of a pass for a public service bus or other means of public transport.
- c) Provision of a seat on a bus or minibus provided by the local authority
- d) Provision of a seat in a taxi where individual arrangements are necessary

Then:

- If the travel assistance is in-year the Passenger Transport Council's Travel Team has 10 14 working days from the date the travel has been authorised to implement the transport travel. In these cases you will be advised by letter confirming travel arrangements. This letter will provide you with the company who will be providing the transport travel provider contact details, and you will need to telephone them to ask what the estimated pick up and drop off times are for your child. Please allow flexibility for the first couple of weeks of a new travel arrangement whilst the route is becoming embedded.

If the travel assistance is for the following school year then you should receive a letter from the Passenger Transport Council's Travel Team approximately one week prior to the start of the new school year. This letter will provide you with the company who will be providing the transport travel arrangement contact details, and you will need to telephone them to ask what the estimated pick up and drop off times are for your child. Please allow flexibility for the first couple of weeks of a new travel arrangement whilst the route is becoming embedded.

Why is it left so late to provide the collection/drop off times?

Swindon Borough Council are responsible for ensuring safe, cost-effective transport travel services to mainstream, special schools and colleges for children and young people who have been assessed as being eligible requiring a seat on a bus, minibus or taxi provided by the local authority. The Passenger Transport Council's Travel Team therefore start to construct these plans towards the end of the summer term to ensure minimal changes are made as a result of school placement changes being finalised at the end of term.

What do I do if the times given to me do not suit me or support my child's needs?

Requests for changes in transport travel arrangements may be considered but adjustments are not always possible for reasons of safety, timings and routings

Once I'm given the timings for collection/drop off will they remain the same every year?

The routes for all transport travel arrangements are reviewed during the summer term for the preceding academic year, and may change on an annual basis. Additionally, the timings of transport travel arrangements may change in-year depending on whether changes are needed to be made to the route, For example, the inclusion of an additional child or a change of address.

Who is on the bus with my child?

Swindon Borough Council are responsible for ensuring safe, cost-effective transport travel services to mainstream, special schools and colleges for children and young people who have been assessed as eligible

as requiring a seat on a bus, minibus or taxi provided by the local authority. It is likely that the other children in the vehicle will be attending the same provision as your child.

A Passenger Assistant may also be provided depending upon your child or other children on the vehicles Special Educational Needs and / or medical needs

What training do Passenger Assistants and bus drivers receive?

Passenger Assistants are employed by Swindon Borough Council and receive induction training on the role of the PA in addition to specialist training in Safeguarding, Manual Handling, Emergency First Aid and Safely Managing Challenging Behaviour. Training is updated every three years. Passenger Assistants receive annual appraisals in line with Swindon Borough Council policy.

Drivers are employed by transport travel operators and are required to comply with the terms of the contract with the Council. Quality assessment of contractors is carried out prior to contract award, and all drivers are licensed under the appropriate regime for the class of vehicle they drive. For instance, taxi drivers have to pass a local knowledge and English language test. Minibus drivers have to be accredited under the MiDAS scheme (Minibus Driver Awareness).

All drivers are required to have Enhanced DBS clearance.

If as a result of your child's health needs further training is required to keep them safe on the travel option provided transport, training will be provided by an appropriate health professional through an individual risk assessment.

What training is given on securing wheelchairs?

Minibus drivers receive training under the MIDAS scheme which covers securing wheelchairs.

What happens if the driver or Passenger Assistant is sick?

If the driver is sick then cover will be arranged by the transport travel operator as soon as possible in line with the contracts held with transport providers. If this is not possible then in exceptional circumstances the Council may need to 'double run' some routes which will mean that your child may arrive late into school and return home earlier. In some cases it might be necessary to cancel the route and should this be the case you will be responsible for ensuring that your child gets to and from school.

If the Passenger Assistant is sick, cover is provided from within the pool of casual staff under the Passenger Transport Team Travel Team. As above, in exceptional circumstances it may not be possible to arrange cover and at such times route may need to be rescheduled or cancelled as outlined above.

Will I be able to contact the Passenger transport Assistant at short notice?

We encourage parents, drivers and Passenger Assistants to communicate with each other to ensure the best experience for the child. The majority of Passenger Assistants have Swindon Borough Council mobile phones and email addresses, if this has not been provided to you please ask the Passenger Assistant on your child's route to provide this to you.

What do I do if my application is denied?

The appeal process is set out in the policy document.

What is the complaints policy?

Service requests and complaints are slightly different. A service request is a contact from a customer that brings a matter to the council's attention for the first time, and requests a service offered by the council, for example, advising of a change of address or requesting a change of arrangements.

A complaint is a where the customer expresses dissatisfaction about the standard of a service, actions, or lack of actions by the council and its staff.

~~A complaint can be made online by following this link~~ A complaint can be made online by following the link below:

https://www.swindon.gov.uk/info/20022/customer_services/463/customer_complaints_comments_and_feedback

Concerns with the contracted operational education ~~transport~~ travel should be ~~referred to~~ raised directly to the ~~Passenger Transport Services office~~ Council's Travel Team by ~~email~~ contacting the relevant Travel Hub:

For Travel North:

- Email: travelnorth@swindon.gov.uk
- Telephone: 01793 464165

For Travel South:

- Email: travelsouth@swindon.gov.uk
- Telephone: 01793 464166

For the Independent Travel Hub:

- Email: independenttravel@swindon.gov.uk
- Telephone: 01793 464166

educationtransport@swindon.gov.uk.

Concerns regarding Passenger Assistants and pupil behaviour then please contact passengerassistant@swindon.gov.uk.

Do I need to supply a car seat?

Car seats are not required for public transport. However, if you child has specific travel equipment requirements related to their disability, then please provide this information at the point of requesting travel assistance and an assessment will be arranged. We do not provide car seats this is the responsibility of the parent to provide. In exceptional circumstances and where a risk assessment has highlighted the requirement for the child/young person to be provided with a harness then the Council will provide this. ~~es if the child's disability requires this.~~

If you would like your child to travel using a booster seat, this needs to be provided by parents / carers. This equipment may need to be stored at your child's school during the day.

What can I do if I'm unhappy with the service?

Please contact the ~~Passenger Transport~~ Council's Travel Team in the first instance to discuss and seek a resolution. If you remain unsatisfied then you should proceed to the complaints route as described above.

Can I request photos of the vehicle, driver and Passenger Assistant?

Yes you can. Please indicate this is required at the time of discussing your travel requirements.

Will my child have an allocated seat that will remain the same?

Not necessarily. If you feel this is required then please share the reasons for this as the time of discussing your travel requirements.

How can I apply for a personal travel budget if I choose to transport my child myself?

If your child has an Education, Health and Care Plan and you would like to request a personal travel budget please make an online application [through the link below](#) and select this option on the form.

<https://www.swindon.gov.uk/xfp/form/962>

Will I be given contact information for driver and Passenger Assistant in case I need to contact them at short notice?

We encourage parents, drivers and Passenger Assistants to communicate with each other to ensure the best experience for the child.

What do I do if my travel option transport doesn't arrive?

Please telephone the Passenger Transport Team and inform your child's school.

Please contact the Council's Travel Team via the relevant Travel Hub, and inform your child's school:

For Travel North:

- Email: travelnorth@swindon.gov.uk
- Telephone: 01793 464165

For Travel South:

- Email: travelsouth@swindon.gov.uk
- Telephone: 01793 464166

For the Independent Travel Hub:

- Email: independenttravel@swindon.gov.uk
- Telephone: 01793 464166

Who do you contact when there are issues with the escort/driver?

Please contact passengerassistant@swindon.gov.uk.

Please contact the Council's Travel Team via the relevant Travel Hub:

For Travel North:

- Email: travelnorth@swindon.gov.uk
- Telephone: 01793 464165

For Travel South:

- Email: travelsouth@swindon.gov.uk

- Telephone: 01793 464166

For the Independent Travel Hub:

- Email: independenttravel@swindon.gov.uk
- Telephone: 01793 464166

What do I do if my child is sick (and doesn't need collecting) or I've collected them early from school (so wouldn't need dropping home)?

Please contact your Passenger Assistant if your child has one. ~~If they do not then contact the Passenger Transport Office on 01793 445500.~~ If they do not, then please contact the Council's Travel Team via the relevant Travel Hub:

For Travel North:

- Email: travelnorth@swindon.gov.uk
- Telephone: 01793 464165

For Travel South:

- Email: travelsouth@swindon.gov.uk
- Telephone: 01793 464166

For the Independent Travel Hub:

- Email: independenttravel@swindon.gov.uk
- Telephone: 01793 464166

What do I do if my travel transport is not needed one day?

We understand that sometimes transport travel may not be needed e.g. if your child is sick or not required in school/college. You should ~~make contact with~~ contact your passenger assistant (if you have one) and the ~~education transport~~ Council's Travel team as soon as possible.

What happens if there is a change in driver, passenger assistant or route?

In exceptional circumstances for example, illness, bereavement, new children joining a route or children leaving a route we may need to make a change to the driver, route or passenger assistant. You will be notified by the ~~Education Transport~~ Council's Travel Team of any changes at the earliest opportunity.

Do they have to be dropped off at the same address as they are picked up from?

~~Transport Travel~~ to and from school will be determined and approved from a single permanent residence. This is the one where the student spends most time with the parent/guardian and has been used for admission purposes and the school.

~~Transport Travel~~ provision will be reassessed if there is a change in the home address. The criteria for this for children without an Education, Health and Care Plan is set out in the published ~~Transport Travel~~ Policy.

In exceptional circumstances, consideration will be given to whether a different address can be used however this will include the consideration of the efficient use of resources.

What happens if the travel option transport breaks down either when my child is on the vehicle transport or is waiting to be collected?

A replacement vehicle will be allocated and deployed as soon as possible.

Who do I contact if my child is regularly having problems on the journey?

Please refer to the complaints and enquiry question above

Who do I speak to about queries (contact details)?

If your child has an Education, Health and Care Plan, and your query relates to eligibility e.g. to request transport or change your address on an existing ~~transport~~ travel arrangements or you need to update your contact details or your child/young person's medication details, then please call your allocated EHCP Coordinator in the Special Educational Needs and Disability Service on 01793 464641 and they we will answer your query in 48-96 hours or email ~~SendService@swindon.gov.uk~~ SENDSERVICE@swindon.gov.uk . You will also need to update the Council's Travel Team, details below

~~If your query relates to the operational running of transport then please contact Passenger Transport on 01793 445500 or email educationtransport@swindon.gov.uk.~~

If your query relates to the operational running of ~~transport~~ travel support, then please contact the relevant Travel Hub:

For Travel North:

- Email: travelnorth@swindon.gov.uk
- Telephone: 01793 464165

For Travel South:

- Email: travelsouth@swindon.gov.uk
- Telephone: 01793 464166

For the Independent Travel Hub:

- Email: independenttravel@swindon.gov.uk
- Telephone: 01793 464166

If you child does not have an Education, Health and Care Plan please refer to the School travel support page on Swindon Borough Council's website www.swindon.gov.uk.

Appendix C: Swindon Schools by Travel Hub

North Travel Hub		
Abbey Meads	Great Western Academy	Riverside
Abbey Park	Greenmeadow	Rodborne Cheney
Beechcroft	Hartpury College	Ruskin
Bridlewood	Haydon Wick	Sevenfields
Catherine Wayte	Haydonleigh	South Marston
Churchward	Highworth Warneford	Southfield
Cirencester College	Kingsdown	St Catherines
Colebrook Infants	Mary Hare	St Francis
Colebrook Junior	Meadow Bridge	St Leonard's
Crowdys Hill Primary	Moredon	St Lukes
Crowdys Hill Secondary	New College Swindon - Queen's Drive	St Mary's
Eastrop Infant School	Nova Hreod Academy	Swindon Academy
Ferndale	Oakhurst	Tadpole Farm
Gorse Hill	Orchid Vale	Westrop
Grange Infant	Paternoster	William Morris
Grange Junior	Red Oaks	

South Travel Hub		
Badbury Park	Hazlewood	Oaktree
Bishopstone	Holy Cross	Oliver Tomkins Infant
Brimble Hill	Holy Family	Oliver Tomkins Junior
Brookfield	Holy Rood	Peatmoor Primary
Chalet	Horizons	Ridgeway
Chiseldon	King Fisher Academy	Robert Le Kyng
Commonweal	King William	Ruskin Mill
Covingham	Lainesmead	Shaw Ridge
Croft	Lawn	St Joseph's
Dorcan	Lawn Manor	The Deanery
Downland School	Lethbridge	Tregoze
Drove	Liden	Uplands
East Wichel	Lydiard Park Academy	UTC
Eldene	Millbrook	Wanborough
Even Swindon	Mountford Manor	Westlea
Farmors	New College Swindon - North Star	Wroughton Infants
Foxes Academy	Nyland	Wroughton Junior
Goddard Park	Nythe	
Green Lab		