

Home to School Transport for Students with Learning Difficulties and/or Disabilities

A Guide for Parents/Carers

The County Council provides transport assistance to approximately 1,200 children and young people with learning difficulties and/or disabilities each year. This is provided in line with the eligibility criteria set out in the policies on our website (application forms are also available to download): www.gloucestershire.gov.uk/sentransport .

The Transport Process

Once an application has been approved, an initial **risk analysis** is completed and if necessary a full **risk assessment** is undertaken in order to determine the safest and most appropriate form of transport. This is based on information from the application form, the Statement of Special Educational Needs (if there is one) and any other supporting documents submitted with the application (e.g. medical protocol, letter from a consultant). If necessary, officers will contact the parents/carers or professionals for more information. If the risk analysis identifies that a **public service bus or a school bus** is the most suitable form of transport, officers will send a bus pass to the parents/carers. This pass will last for one academic year at a time and will state the boarding point. A new pass will be issued prior to the start of each academic year for the duration of a child or young person's entitlement. The risk analysis might identify that the student could use a bus if they received travel training in which case specialist transport is put in place initially (e.g. taxi/minibus) whilst officers work with the parents/carers and the school if necessary to have their child's suitability for the Lift (Learning Independence for Travel) Programme assessed.

When a taxi/minibus/fully accessible vehicle is identified as being the most suitable form of transport, a **Passenger Safety Plan (PSP)** is produced which is a brief document that summarises a student's needs (e.g. communication, physical, behavioural, medical etc.) and what actions drivers/passenger assistants must take to meet these and ensure the journey is safe and stress free for the student, other passengers and staff. The PSP also contains the emergency contact details provided by the parents/carers on the application form. The transport staff will store the PSP securely in the vehicle when transporting the student.

If the child or young person uses a **wheelchair**, an officer will visit the family's home or the school to inspect the wheelchair and to gather the information required to issue a wheelchair passport. This provides guidance to the driver/passenger assistant on how to correctly restrain the chair and what equipment should be used. Where it is possible for a student to transfer from their wheelchair to a seat in the vehicle unaided, they will not be transported in their wheelchair (it is always safer for children and young people to travel in a seat).

Where the risk analysis/assessment identifies that a student should be transported by **taxi, minibus or fully accessible vehicle**, officers will check the existing transport network to see if there is a spare seat available as this is the quickest and most cost-effective solution (unless it has been identified that the child or young person requires solo transport). When a suitable vehicle is identified, officers contact the transport company (known as the 'operator') to confirm they can take another passenger and to agree any additional cost that might apply.

Officers then have to send the transport company a copy of the Passenger Safety Plan and allow time for this to be received and the home visit to take place before transport can start. If it is not possible to accommodate the student in a vehicle, officers will need to **procure new transport**. This involves writing a tender specification (this outlines exactly what type of transport is required to meet the student's needs) and inviting a pool of approved transport companies to bid for this work. The length of time that specifications are advertised for depends on a number of factors and can be anything from three days to three weeks – although longer adverts usually mean we can continue with the same operator for a longer period of time without having to change a child or young person's transport. Once the deadline for the submission of bids has passed, the bids are opened and evaluated. The contract is then awarded based on price and if applicable, each transport company's performance on other contracts is taken into account as part of this process. Officers then have to send the transport company a copy of the Passenger Safety Plan and allow time for this to be received and the home visit to take place before transport can start. Sometimes no bids will be submitted which means officers will have to go out to tender for a second time and in these circumstances, they will usually advertise the contract for longer. If it is still not possible to procure transport, the only alternative is to provide mileage reimbursement.

Frequently Asked Questions

What type of transport will you provide?

A number of different forms of transport are provided, including walking escorts, bus passes, mileage reimbursement, taxis/minibuses and fully accessible (wheelchair) vehicles. The mode of transport is determined by the risk analysis/assessment which ensures that it is safe and appropriate for the student. The form of transport is regularly reviewed to check that it continues to meet each child or young person's needs and also to ensure that it remains cost effective (home to school transport for this group of students costs £7 million per year).

How does mileage reimbursement work?

We can offer mileage reimbursement when this is more cost effective than providing other forms of assistance (e.g. bus pass, taxi/minibus). If this form of assistance is agreed, parents/carers will be reimbursed at 40p per mile for the shortest driving route that we calculate using our mapping software. Therefore if a parent/carer chooses to take a longer route (for example, so they can use the motorway), we cannot reimburse for a greater distance. When a parent/carer goes on to work or another destination after dropping their child at school, we will pay for two journeys per day. However, if the parent/carer is making an independent journey solely for the purpose of taking their child to school (i.e. they return home afterwards) we will pay for four journeys per day. Claims can be submitted three times per year (i.e. autumn, spring and summer) and after verifying attendance with the school, these are normally paid by cheque within 28 days (although the first claim can take longer).

Will my child have a passenger assistant?

The risk analysis/assessment will determine whether a student requires a passenger assistant and one will only be provided when there is a risk to the health and safety of the student or to other passengers. Passenger assistants are required to stay in or close to the vehicle at all times as they are responsible for the students in the vehicle. They are not expected to leave the vehicle to accompany children and young people into their homes. If a passenger assistant is suddenly taken ill and it is not possible to find a replacement, the transport may have to be cancelled or delayed. If a passenger assistant is provided, this will be reviewed as part of our regular monitoring of the suitability of transport arrangements and

may be removed if the risk assessment identifies that this is no-longer required. A passenger assistant is always provided on fully accessible (wheelchair) vehicles and on minibuses.

Will my child be able to meet the transport staff?

All transport companies are required to ensure a home visit takes place before new transport commences. A representative from the transport company will contact the parents/carers by telephone to agree a time that is convenient to them. The visit aims to provide an opportunity for the child or young person and their parents/carers to meet the driver/passenger assistant and for the student's needs to be discussed in detail, using the Passenger Safety Plan.

Is there a limit on the journey times?

Guidance provided by the Government based on best practice states that the maximum journey time for a child of primary school age is 45 minutes each way and for a young person of secondary school age is 75 minutes each way, although the County Council does try to keep journey times for students of all ages within one hour where possible. This can be difficult due to the rural nature of the county and when students need to attend a special school that is some distance from their home. For some students with special educational needs and/or a disability, journey times may need to be kept even shorter than the guidance.

How can I be sure the transport is safe?

We take every precaution to ensure your child's safety when travelling on the vehicle. In particular we ensure that:

- All drivers and passenger assistants have an enhanced CRB check undertaken by Gloucestershire County Council
- All drivers and passenger assistants are required to complete basic first aid training
- All students joining the transport network have a Passenger Safety Plan (the majority of existing students have a PSP and any without are being provided with one) so that drivers/passenger assistants understand each child or young person's needs
- All transport companies arrange a home visit at a time that is convenient to the family to ensure the driver/passenger assistant can meet the student, prior to the transport commencing (the contents of the Passenger Safety Plan should be discussed in detail)
- Site visits take place to check: the roadworthiness of vehicles (e.g. inspecting tyres); that contract terms are being met (e.g. if we have asked the transport company to supply a passenger assistant, there is one being provided); the safety of the site, traffic flow and, drivers and passenger assistants use of equipment (e.g. tail lifts for wheelchairs)
- Any concerns raised by parents/carers, schools or anyone else supporting children and young people and their families (e.g. Social Worker) are fully investigated in a timely way
- From time to time, special schools may provide training for drivers/passenger assistants on topics that relate specifically to the students they are transporting.

What happens if my child requires medication on board transport?

Drivers and passenger assistants are not authorised to administer medication or to undertake any form of medical intervention. However, we can still transport students with medical needs and these will be included on the Passenger Safety Plan. In the event of an emergency, the vehicle will stop in a safe place and a member of staff will call 999. If a

parent/carer does not want their child to travel on board transport because no medication can be administered, the County Council can offer mileage reimbursement as an alternative.

Are students allowed to eat on transport?

No food or drink of any description should be consumed during the journey unless by prearrangement due to a child or young person's particular needs.

What should I do if the transport arrangements are not working well?

If parents/carers have any concerns regarding the safety and appropriateness of the transport being provided for their child, they should contact us immediately. We can discuss the issue and where necessary take follow-up action with the transport company concerned. We are aware that some parents/carers are reluctant to contact us when problems arise because they are concerned that transport may be removed from their child or the driver/passenger assistant will find out that they have reported an issue. However, we do not withdraw assistance because a parent/carer has raised concerns and we can investigate most issues in a way that does not identify the source of the information. We would encourage parents/carers to report problems as they arise, as this allows us to address them at an early stage in case the issue escalates and more significant action needs to be taken.

The types of concerns that parents/carers contact us to discuss include:

- Frequent changes of driver or passenger assistant, particularly if there is no notice (over and above changes due to sickness, annual leave, training courses etc.)
- Early or late running (although when a new contract begins, there will be a settling in period within which the timings may vary as the driver gets used to the route)
- Lack of understanding of a student's needs (the driver and passenger assistant should have a copy of the Passenger Safety Plan which is kept securely in the vehicle)
- Unsafe practices (for example, students exiting a minibus from a side door facing into the road, not providing a booster seat for a child under 12 years old / 135 cm in height)
- Poor communication (for example, not contacting parents/carers to advise about changes to collection or drop off times, or changes to drivers/passenger assistants)

Where a breach of contract is identified, we can take various forms of action against the transport company.

What happens when a vehicle arrives at the school?

The exact arrangements vary between schools and according to the student's age and needs. Therefore transport companies will agree suitable arrangements with each school. However, if parents/carers have any concerns, they should contact us to discuss these.

Is it possible to change the collection/drop-off time?

The transport company will inform the parents/carers of the collection and drop-off times that are necessary to ensure their child and other passengers arrive at school on time and that journey times are minimised at both ends of the day. As the timings need to support the efficient operation of the route, family circumstances (e.g. work commitments, siblings attending different schools) cannot be taken into account. If parents/carers contact us to raise this as an issue, we will check the route order with the transport company to see if any alterations can be made, but unfortunately this is usually not possible. In addition, due to changes to the transport network (for example, students joining or leaving a vehicle due to school moves or changes of address), the collection and drop-off times may change over

time, but every effort will be made to provide parents/carers with notice of any alterations.

If you cannot change the collection/drop-off time, can my child be transported from/to a different location (e.g. sibling's school, childminder, grandparents)?

Due to the scale and complexity of the home to school transport network (over 1,000 students with special educational needs and/or disabilities are transported daily), it is usually not possible to respond to requests for transport to/from different addresses, even when these are a short distance apart (although officers can consider these when there are exceptional circumstances, such as Social Care involvement, and the change would not incur any additional cost and would not have a detrimental impact on any other passengers). Parents/carers are advised to explore what before and after school provision is available.

What happens if I cannot meet my child at the designated drop-off time?

A responsible adult must be at home to receive the child or young person at the agreed time they are returned from school. Transport staff cannot wait for an adult to arrive as this not only makes other students late home, but it places an inappropriate level of responsibility on drivers and passenger assistants. To ensure your child's safety, if there is no-one available at home to meet your child, we may contact Social Care or the Police for assistance. We may charge you for the extra cost involved in ensuring your child is returned to you safely. In the event that an adult is unavailable to receive the student, the parents/carers will be advised of their responsibility to ensure someone is available in the future. If this recurs the transport may be withdrawn until officers are satisfied that proper arrangements are in place.

What happens in bad weather?

In severe weather conditions (e.g. snow, storms, floods) it may be necessary to either change or cancel transport arrangements for safety reasons. It is an individual driver's decision as to whether they can operate or take a certain route, as they are the only responsible party who is aware of all the facts. It is vital that they put the safety of the students first and this means that we cannot insist that the transport runs, or that a child or young person is taken directly to their home if there is no safe route available. If you are advised by the transport company that your child's morning journey has been cancelled, you should assume that the afternoon journey will also be cancelled, unless you hear otherwise.

Parents/carers who have chosen to take their children to school during bad weather should ensure they have confirmed return transport arrangements for their child before leaving them at school. Transport is arranged to run at set times and therefore if a school decides to close early due to adverse weather, it may not be possible for transport companies to arrive earlier than normal. Therefore the school will need to ensure that students are supervised until they are collected. If a parent/carer does not want their child to attend school during bad weather (perhaps due to concerns that they could get stranded at the school or during the journey) they should contact the transport company to inform them at the earliest opportunity.

In bad weather conditions, parents/carers are advised to regularly check the County Council's website <http://www.glosclosedschools.com> and to listen to local radio. If parents/carers suspect that the school is closed but there is nothing on the website or the radio, they should contact the school directly before travelling. Parents/carers should also contact the school if they are unable to travel due to bad weather but the school is open.

What happens if there is a breakdown or accident?

If it is not possible for a vehicle to complete its journey, the transport company will make

alternative arrangements (this is usually in the form of a replacement vehicle). If the vehicle breaks down prior to the morning collection, the driver/passenger assistant will contact the parents/carers to notify them and to advise on the anticipated arrival time. Should there be a breakdown or accident whilst your child is on board, they should follow any instructions given by the driver/passenger assistant to ensure they remain safe. Parents/carers will be contacted as soon as possible if their child is involved in a road traffic accident.

What happens if my child is ill and cannot go to school?

If your child is unwell and unable to attend school, you should contact the transport company the night prior to travel. If your child only shows signs of being ill on the morning of travel, parents/carers must call the transport company as soon as possible before the transport is due to arrive. Parents/carers should provide the transport company with an estimated return date and contact them again when their child has recovered and transport needs reinstating.

The transport has not turned up. What should I do?

Usually the transport company would contact the parent/carers to let them know there has been a delay. However, if you do not receive a call, contact them to ask for an update. If the vehicle is often late, parents/carers should contact us so that this can be investigated.

What can be done if the transport company keeps changing the driver/passenger assistant, as my child is having difficulty coping with this?

We recognise that for some students with special educational needs, change can be very unsettling. Where consistency of staffing has been recognised as being important to a child or young person, this is included in the Passenger Safety Plan. However, some changes are inevitable (for example, due to sickness, holiday entitlement, course attendance, staff turnover) and alterations may need to be made from time to time to ensure the most efficient use of the available resources. When changes are made, the transport company should notify the parents/carers in advance (where possible) and provide an opportunity for the new member of staff to meet the student before any journeys are undertaken. Any changes made by the County Council (such as through school reviews which are necessary to ensure arrangements continue to reflect student's needs and that public sector procurement regulations are met), will be communicated to parents/carers as far in advance as possible.

Who do we contact if transport is required for respite?

Requests for respite transport should be made by your child's Social Worker/Lead Professional directly to Amanda Henderson, Service Manager, Disabled Children and Young People (this is only if home to school transport is already in place and a variation is required to take the student to a short break address rather than the usual home address on a regular basis). The worker will need to complete a request form and if the variation to the existing transport arrangements will cost extra, a quote for this should be provided. If approved, officers will investigate whether the company providing the home to school transport can alter the route to incorporate this change (this usually takes 5-10 working days). If the respite is some distance from the student's home, it is usually not possible to alter the existing arrangements (this is because it would increase the journey times for other passengers and/or will be outside of the terms and conditions of the contract in place with the company). If officers are not able to change the route and a new contract is required, the Social Worker/Lead Professional will explore the options and costs of this, and commission

accordingly. Amanda Henderson can only approve requests up until a student's eighteenth birthday and after this time, parents/carers need to discuss these requests with Adult Services.

Are there any journeys for which you cannot provide transport?

If your child is entitled to transport assistance, we can only provide transport between their permanent home address and school, and at the usual school start and finish times. It is not possible for us to provide transport:

- Between one school and another
- For work experience placements
- For activity weeks
- To medical appointments (e.g. dentist, hospital)
- If your child is ill and needs to be collected from school (or returned mid-week/mid-term if they are a weekly or termly boarder)
- To or from a location that is not your normal home address (e.g. childminder, grandparents) unless there are exceptional circumstances
- To or from induction/enrolment days at colleges

Can you provide transport for breakfast clubs and after school clubs?

Due to the scale and complexity of the home to school transport network, it is very difficult to meet requests for transport arrangements to be altered for before and after school provision.

As a result, the policy has always stated that transport can only be provided at normal school start and finish times (these are specified in the contracts in place with transport companies). However, in view of the benefits to children and young people of participating in clubs and activities, we will now consider requests on a case by case basis. Before being able to offer this type of flexibility, officers would have to review and overcome the following challenges through discussions with the transport companies, schools and parents/carers concerned:

- The majority of students transported by taxi/minibus/fully accessible vehicle share with other children and young people and it is unlikely that all the passengers in a vehicle will want to arrive early to attend a breakfast club or stay late to attend an after school club.
- Even if all the passengers were willing to participate or if a student travels solo, it may not be possible for the transport company to alter the drop-off or collection time as they may have other contracts in place (or may be seeking other contracts at these times).
- The normal school start and finish times are included in the contract we have in place with each transport company and therefore they are under no obligation to alter the drop-off and collection times for clubs and activities. If they were willing and able to meet such a request, they would be doing so as a good will gesture and therefore this arrangement could be withdrawn at any time and if this happens, they might not be able to provide parents/carers with much notice to allow them to make alternative arrangements.
- If the transport company was willing and able to alter the drop-off or collection time and all the passengers were participating in the club or activity, if for any reason it was cancelled, the school would need to guarantee that the students would be kept safe as it would not be possible for transport at the normal start or finish time to be reinstated at short notice. Alternatively, if the school is unable to make alternative arrangements for students, parents/carers would have to transport their child to or from school that day.
- Where a student travels in a sole occupancy vehicle for geographical reasons (i.e. no other students entitled to transport assistance and attending the same school live in the same area) rather than for risk reasons (i.e. they need to travel alone for their own safety and the safety of others), it is possible that another child or young person could be added

to the vehicle in the future and that they might not be willing or able to participate in before and after school provision. Again this could happen at very short notice.

If these challenges can be overcome, the school and parents/carers would have to sign a formal agreement to confirm that alternative arrangements are in place to ensure students are kept safe in the event of a club or activity being cancelled and that they understand the transport company can notify them that they need to revert to the normal service at any time.

The transport companies are told not to accept instructions from parents/carers or schools. Therefore, please do not ask the driver or passenger assistant to alter the collection or drop-off times or location for your child and instead contact us directly to discuss your request.

My child is having a phased entry to school. Can you provide transport at lunchtime?

Transport can only be provided at the beginning and end of normal school days, and therefore the parents/carers are responsible for any journeys required during the day.

My child lives at more than one address. Can transport be arranged from two different locations?

Transport can only be provided to/from a student's permanent home address. This is considered to be a residential property that is a child or young person's only or main residence, and is either owned by the student's parents/carers or leased to or rented by the student's parents/carers. Where parents have shared responsibility for a child, and the child lives with both parents for part of the week, then the main residence will be determined as the address where the child lives the majority of the week. Parents/carers may be required to submit documentary evidence when entitlement to transport assistance is being assessed.

Is transport ever suspended?

Occasionally officers have to take the decision to suspend transport following an incident during the journey. This is necessary to allow time for officers to fully investigate exactly what happened by obtaining a report from the transport company (this is usually written by the driver/passenger assistant) and speaking to the parents/carers, the school and any other professionals who are supporting the family. This information allows officers to review and revise the risk assessment as necessary and to identify options for resolving the issue. Officers aim to reinstate transport as quickly as possible, but they have to be sure that the transport provided is safe and appropriate for the student concerned, other passengers and the driver/passenger assistant. Whilst transport is suspended, the parents/carers are responsible for taking their child to/from school, but we can provide mileage reimbursement.

My child is now transported by a different transport company but we preferred the old one. Can this be changed back?

The County Council has to ensure that transport arrangements are safe and appropriate for all students and that contracts are managed in line with public sector procurement regulations. Therefore the periodic review and retendering of contracts is unavoidable due to our legal obligations and these can result in a change to the type of vehicle, the route or the transport company. However, officers will always notify parents/carers of any changes in advance and the new transport company should arrange for the driver/passenger assistant to undertake a home visit prior to the new transport starting. We have carried out checks on all the transport companies being used to ensure they meet our standards and they are all expected to maintain the same level of service. However, if parents/carers have any concerns, they should report these to us immediately so that they can be fully investigated.

What can be done to help if my child is struggling to use the school bus?

We aim to support students to travel on buses with their peers whenever it is safe and appropriate for them to do so. However, we recognise that some students with special educational needs and/or a disability can find this challenging. Therefore parents/carers should contact us to discuss their child's transport needs so that officers can work with the school and travel training experts to identify and overcome the barriers they are facing.

What happens if we move house?

If you are planning to move house, you must contact us to discuss this as a change in circumstances may affect your child's eligibility for transport assistance. We can advise on the type of form you will need to complete and the evidence we will require (e.g. a copy of the exchange of contracts for a mortgage or the tenancy agreement for a rental). In general, parents/carers need to allow five working days for entitlement to be re-assessed and if the student remains entitled to assistance, another five working days to put new arrangements in place (this can take longer if there are no spare seats and transport has to be procured).

Do you sell spare seats in taxis/minibuses?

Due to the high cost of specialist transport, the County Council tries to minimise its use and where it is safe and appropriate to do so, supports students to travel independently by using buses or walking. Some spare capacity within the network is necessary to ensure that we can meet ongoing demand without having to make regular changes to transport arrangements which can be unsettling for students with special educational needs. If we charged parents/carers the full cost of a seat in a vehicle it would be prohibitively expensive.

Expectations

What parents/carers can expect from the transport company:

- All drivers/passenger assistants will:
 - wear identification badges
 - wear high visibility clothing at all times whilst on school sites
 - have an enhanced CRB check
 - hold a basic first aid training certificate
 - have a reasonable grasp of the English language
 - have read and understood the Passenger Safety Plan
 - contact the parents/carers to arrange a convenient time for a home visit to take place prior to the operation of a new contract
- be presentable and have a clean appearance
- treat students/parents/carers in a respectful and courteous manner
- The vehicle provided will be fit for purpose and the company will make a replacement vehicle available should this be required
 - The vehicle provided is always operated to a high standard of cleanliness
 - All seats in vehicles have a working seatbelt, and passenger restraints and wheelchair securing devices are provided as required
 - Drivers/passenger assistants are fully trained in operating any ancillary equipment fitted to a vehicle e.g. tail lift, wheelchair securing equipment, passenger harnesses etc.
 - Drivers provide a high standard of driving
 - Drivers/passenger assistants are aware of their duties and responsibilities, particularly in the event of an emergency
- Drivers/passenger assistants do not smoke during the performance of the contract

- Upon arrival at the agreed collection or drop-off time, drivers wait for up to five minutes (although they cannot be expected to do this on a regular basis - see section below)
- Drivers/passenger assistants keep parents/carers informed of any significant delay to transport
- Transport companies notify the SEN Transport Team of any incident or accident affecting the students
- Transport companies avoid, where possible, changes in drivers/passenger assistants.

What parents/carers can do to help transport to run smoothly:

- Ensure that your child is ready five minutes before the company is due to arrive. Drivers are only able to wait for a maximum of five minutes after the agreed pick up time for each student. However, drivers should not be made to wait for five minutes on a regular basis because if waiting is repeated along the route, all students will be late for school. If a vehicle arrives on time but your child is not ready or is not ready after the five minute waiting time, transport to school becomes the responsibility of the parents/carers.
 - Take your child to the vehicle (the driver/passenger assistant is not expected to escort them from the house to the vehicle).
 - Be at home in time to receive your child on their return from school. If there is no responsible adult at home to meet your child (this person must be named on your application form as a parent/carer or emergency contact), you may be asked to meet any additional expenditure involved in ensuring your child is returned to you safely. In such cases, it may be necessary for officers to contact other agencies (e.g. Social Care or the Police).
 - Informing the transport company/driver/passenger assistant as soon as possible if your child is not attending school for any reason (e.g. illness). In addition, do not forget to inform the school.
 - Informing the transport company/driver/passenger assistant if your child does not use transport in the morning (for whatever reason) and you take your child to school later that day, but you would like the transport company to bring the child home in the afternoon.
 - Informing the transport company/driver/passenger assistant if you collect your child from school during the day (e.g. to take him/her to a medical appointment) meaning they do not need transport home at the end of the school day.
 - Ensuring the passenger assistant/driver is aware of anything affecting your child on a particular day.
 - Ensuring, where possible, your child is aware of appropriate behaviour whilst travelling to and from school.
 - Ensuring your child does not leave personal belongings on the vehicle. If this does occur, parents/carers should contact the transport company/driver/passenger assistant.
 - Providing us (on the application form) with the name, telephone number and relationship to your child of at least one adult who can take responsibility for your child in an emergency if you are not available.
 - Informing us of any changes that might affect the transport arrangements, including but not limited to: changes to your address; changes to your contact details or those of your emergency contact(s); allergies or medication (please note that drivers and passenger assistants are not authorised to administer medication or undertake any form of medical intervention); or if your child is getting a new wheelchair.
 - Notifying us of any problems with the transport so that these can be addressed in a timely and appropriate way.
 - Providing positive feedback on transport companies so that this can be fed back to them and good practice can be shared with other transport companies.

- Making suggestions for how the service provided by the County Council to children, young people and their parents/carers could be improved.

Contact Details

If you have any questions about home to school transport for students with special educational needs and/or a disability, you can contact us on (01452) 426770 or email sen.transport@gloucestershire.gov.uk . Please contact us if you would like to:

- Discuss the application process or ask a question about the eligibility criteria
- Request that we post a blank application form to you
- Check we have received your application form
- Discuss a refusal to provide transport assistance and the options available to you
- Raise a concern about the current transport arrangements (e.g. the length of the journey)
- Report a problem with the transport company (e.g. late collection)
- Provide positive feedback on the transport company
- Inform us of a forthcoming change of address
- Explore the possibility of changing the form of transport assistance provided (e.g. moving from taxi/minibus to mileage reimbursement or accessing independent travel training to facilitate the use of a public/school bus)
 - Provide an update on your child's needs (e.g. change of medication, new wheelchair, improvement or deterioration of an existing condition)

This information is correct as at March 2016 but will be reviewed and revised as necessary in the future. It should be read in conjunction with the home to school transport policies.

www.gloucestershire.gov.uk/sentransport