

Central Bedfordshire Council  
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**Children's Services**

# **Post 16 Transport Policy**

**Academic Year 2016/17**



## Post 16 Transport Policy

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## **Introduction**

1. The responsibility of a local authority to prepare and publish an annual Transport Policy Statement is included in the Education Act 1996.
2. The Policy must set out the arrangements for the provision of transport, or otherwise, that the authority considers necessary, to enable young people age 16 – 18 to attend education or training.
3. For the purpose of this Policy, 16-18 means young people aged 16-18 who are starting a programme at school, college or work based learning provider before their 19<sup>th</sup> birthday.
4. The overall intention of the 16 – 18 transport duty is to:
  - ensure that learners of aged 16 - 18 are able to access the education and training of their choice; and
  - ensure that, if support for access to education is required, this will be assessed and provided where necessary.
5. In the 2014/15 academic year, Central Bedfordshire Council provided a provision of transport for 159 eligible mainstream post 16 students at a cost of £139,472.63, which means the average cost per student was £877.19 for the year.
6. In the same time period the Council also provided a provision of transport for 132 eligible SEN post 16 students at a cost of £373,585.50, which means the average cost per student was £2830.19 for the year.
7. The overall expenditure for the 2014/15 academic year was £513,058.13. This clearly demonstrates the commitment the Council has made in the facilitation of post 16 transport.

## **Principles**

8. Central Bedfordshire Council aims to provide safe, efficient and cost effective transport for students entitled to transport, in accordance with its duties and powers as described in legislation.
9. In meeting its statutory responsibility Central Bedfordshire Council will provide transport in accordance with agreed eligibility criteria which it will review annually.
10. The Council is committed to equality of opportunity and access to services and facilities and as such has undertaken an Equalities Impact Assessment of this Policy.
11. Information will be made available for parents, carers and students so that they are aware of the eligibility criteria and process for applying for transport.
12. Parents, carers and students are required to agree to a Code of Conduct when students are travelling on transport provided by the Council.
13. Smoking is prohibited on all Council owned vehicles when used for the transportation of students and is a condition of hire of contractors' vehicles, including Taxis.
14. Eligibility for transport will be reviewed termly (before the start of each new term) to ensure that those students who are receiving transport remain eligible.

15. Take-up of transport will be monitored to ensure that access is fair and equitable and that hard to reach groups and those who are most vulnerable are aware of their entitlement.
16. Information relating to applications for transport will be held on a database for monitoring purposes and numerical information may be shared as requested with Central Government. Fair processing notices will be given to all applicants to ensure that they are aware of the purpose of the storage of their personal details.
17. Central Bedfordshire Council is committed to supporting sustainable modes of travel to school and college. Walking and cycling helps to reduce the congestion caused by the journey to school, together with the associated accidents and pollution and carbon emissions. If walking or cycling is not an option, school contract buses, public transport and car-sharing are more sustainable alternatives to individual car journeys.
18. The eligibility criteria set out in the Policy will be used for students starting a new course in the academic year 2016/17. Students entering the second or third year of a course will be assessed using the same eligibility criteria against which their original application was assessed.
19. The timescale for arranging transport, if approved, will be a maximum of 15 working days from receipt of the application unless a return by date is stipulated on the application form.
20. A travel training programme to support those students who are physically able to walk, to travel more independently and to support transition to adult life will be introduced.
21. The Council will seek to introduce escorts on a temporary or permanent basis if a need for one is identified at point of application.

### **Implementation and Monitoring of the policy**

22. The Director of Children's Services will be responsible for the implementation of this policy through the development of internal processes that will ensure the ability to monitor take up of service and regular reviews for those in receipt of the service.
23. This policy and the eligibility criteria will be kept under review and will be formally reviewed one year after implementation and thereafter every year.

### **Legislation and Guidance**

24. Through the Education Act 1996 and the Apprenticeship, Skills, Children and Learning Act (2009) a local authority has a statutory responsibility to consider how it will assist learners to access the appropriate post 16 provision.
25. Through the Education and Skills Act 2008, from 2014 the age of participation has been raised so that young people will be required to stay in education or training until their 18<sup>th</sup> birthday.

26. A Post 16 Transport Policy Statement must be in place by 31<sup>st</sup> May each year. The Department for Education issues Post 16 Transport Guidance to support the preparation of a policy statement.
27. The policy links to the Council's Sustainable Transport Strategy and is similar in its principles to the Home to School Transport Policy.

## **Apprenticeships and Traineeships**

28. Apprentices are paid directly by their employer and as such do not fall into the remit of this Policy.
29. Travel costs to and from the place of employment should be met by the employer or by the apprentice.
30. Traineeships are unpaid work based training. Trainees will be eligible for a provision of transport if they meet the eligibility criteria stated within this Policy.
31. Transport for Trainees will only be provided to and from the base of education. Any transport to and from additional work placements will be the responsibility of the education provider or the trainee.

## **Young people who are Not in Education, Employment or Training – known as 'NEETs'**

32. The Council's Youth Support Service work closely with young people who are at risk of becoming NEET.
33. Youth Support track the progress of young people into Post 16 education, employment and training. This includes putting in place a number of interventions to proactively re-engage Young People who are NEET – including the delivery of information, advice and guidance and signposting to local services that would help secure their participation.
34. Youth Support also work in partnership with training providers such as 4YP to help those who are at risk of becoming NEET. For more information please go to <http://www.centralbedfordshire.gov.uk/learning/youth-support-service/default.aspx>

## **Young parents in education**

35. The Care to Learn Scheme is administered by Central Government and can pay towards the child care costs for young parents who are:
  - under the age of 20 at the start of the course;
  - the main carer for the child(ren)
  - live in England
  - your course qualifies
  - your childcare qualifies

36. For more information on the Care to Learn Scheme please go to <https://www.gov.uk/care-to-learn/overview> or contact your education provider directly.

## **16 to 18 Bursary Fund**

37. Education providers have access to the 16 to 18 Bursary which young people can access. This is split into two types of bursary; the Discretionary Bursary and the Vulnerable Student Bursary.
38. Young people can apply for the Discretionary Bursary if they are not eligible for assistance through their local authority. Applications for this are made directly to the education provider and the local authority are not involved in the decision making process.
39. The Vulnerable Student Bursary may be open to those who:
- Are in or have recently left local authority care;
  - Get income support or universal credit in the name of the young person;
  - The young person is disabled and gets both Employment and Support Allowance (ESA), and either Disability Living Allowance (DLA) or Personal Independence Payment (PIP) in their name.
40. Some establishments also provide a Discretionary Hardship Bursary for exceptional circumstances. Please contact your education provider for more details.
41. Each education provider administers these bursaries differently and the Council would advise young people to contact the Student Support Services at the college or school prior to their course starting to investigate any options which may be open to them.

## **Alternative transport provisions**

42. The Council actively encourage young people to explore alternative transport provisions before applying for assistance through this Policy.
43. The Council works in partnership with Travel Choices, Bikeability and Scootability to offer alternatives to young people who wish to use public transport, cycles or scooters to get to their place of education. For more information please visit the Council's website [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)
44. Young people are also advised to explore public transport options to facilitate their attendance. Traveline offer advice on public transportation such as rail and bus services. Further information is available at [www.travelineeastanglia.co.uk](http://www.travelineeastanglia.co.uk)

45. Young people may wish to contact public operators directly to explore the options of reduced fares which may be open to those who are in post 16 education. Further information can be found at:
- Arriva - <https://www.arrivabus.co.uk/south-east/bus-tickets/multi-journey-saver-tickets-in-the-south-east/bedfordshire/>
  - Stagecoach - <https://www.stagecoachbus.com/about/east>
  - Grant Palmer - <http://www.grantpalmer.com/>
  - Centrebus - <http://www.centrebus.info/Pages/Bedfordshire.aspx>
46. For those who have access to a mobility vehicle, the Council can pay a mileage allowance towards your journey to school or college. This can aid in a student's independence and allows for a more flexible journey to and from the place of education. Please see paragraph 89 below for more information.

## **Eligibility for Transport**

47. This Policy sets out the eligibility criteria for transport for students aged 16 – 18 to ensure that those most in need of support receive it and those who are able to pay the cost of their transport do so.
48. The Executive of the Council sets its fees and charging policy rates annually and where students are eligible for subsidised transport, charges are made as set and published within the Fees and Charging Policy.
49. Transport may be provided for mainstream students who are entitled under the eligibility criteria of this Policy and the Home-to-School Transport Policy 2016-17, who are enrolled on a full time course of education or training. In this case a full time course is defined as: 15 hours per week for at least 30 weeks in the academic year.
50. Transport may be provided for students with special educational needs, who are entitled under the eligibility criteria of this Policy and the Home-to-School Transport Policy 2016-17 who are enrolled on a course of education or training which has been acknowledged by Central Bedfordshire Council as meeting the specific individual needs of the student as set out in their Statement of Special Educational Needs Education Health Care Plan (EHCP) or.
51. The eligibility criteria enabling young people to be provided with transport relate to the specific areas of::
- low income;
  - medical grounds;
  - children for whom Central Bedfordshire Council is a Corporate Parent;
  - special educational needs.

## **Families with a low income**

52. Central Bedfordshire Council is committed to working to assist low income families:
53. For a student to be eligible for free transport on low income grounds their family must be in receipt of one of the qualifying benefits set out in Appendix A and will:
  - attend the school where they have been enrolled for a minimum of two years and have been eligible for free home to school transport, or
  - live more than 3 miles, but no more than 20 miles and attend the nearest establishment which offers a qualification at the same level and in the same subject area(s) as the course applied for and accepted on to. These distances stated are calculated by the shortest available walking route if up to 3 miles or the shortest motorised route if over 3 miles.

## **Transport on grounds of medical needs**

54. Where a student attends the nearest school or college offering the qualification and subject they are studying for, transport can be considered on medical grounds when the distance between home and establishment is no more than 20 miles. This will be calculated by the shortest available walking route if up to 3 miles or the shortest motorised route if over 3 miles. Each application is considered on an individual basis and transport may be provided for short term or long term medical needs.
55. It is the responsibility of the parent/carer to produce evidence of the medical condition in all cases, detailing:
  - full medical details of the condition, including timescales for recovery;
  - written medical confirmation regarding the child's fitness to return to school;
  - the likely period for which revised travel assistance arrangements may be needed;
  - the type of vehicle needed, where appropriate, for example, where the child is in a full body cast;
  - any manual handling risks.
56. This should be endorsed by the family doctor or in certain circumstances by a medical consultant. The Council reserves the right to require the parent/carer to provide further medical evidence as deemed necessary. Any charges incurred by the parent/carer in providing this evidence will not be paid by the Council.
57. Transport will be arranged in the most cost effective way and be provided for a maximum of one term at a time.
58. Where agreed transport will be provided free for families with a low income or at the subsidised rate as set out in the Council's Fees and Charges Policy. The charge will be determined at a pro rata rate for the number of weeks for which transport is agreed.

## **Transport for children for whom Central Bedfordshire Council is a Corporate Parent**

59. Whilst representing only a very small number of the total 16 – 18 age population, Looked After Children (including Unaccompanied Asylum Seeking Children) can be some of the most vulnerable students in need of support. The most suitable establishment to meet these particular students' needs will not always be the nearest school or college to their home address.
60. As Corporate Parents to these children, Central Bedfordshire Council will ensure that free transport will be provided for students to attend the most suitable establishment to meet their individual needs, irrespective of distance.

## **Transport for students with Special Educational Needs**

61. Transport needs for students with special educational needs will be assessed as part of the statutory assessment process, either the Statement of Special Educational Needs (or Education Health Care Plan EHCP from 1<sup>st</sup> September 2014)..
62. Where students have been assessed as requiring transport and are eligible, a subsidised rate will be charged, as set out in the Fees and Charges Policy of the Council and reviewed annually.
63. Those who have access to a mobility car are expected to use this in order to facilitate attendance at the place of education. Parents or young people may be able to receive a mileage reimbursement for travel to and from college or school. Please see paragraph 89 below for more details.
64. A small number of students, typically with severe or profound and multiple learning difficulties, who remain in continuing special school provision who do not reach a point of transition at 16 will therefore continue to receive their existing transport arrangements for as long as they remain in that provision.
65. Subsidised transport will be provided for a student to the establishment identified through the assessment, where the distance between home and the establishment is more than 3 miles.
66. Where the distance is less than 3 miles the assessment will include consideration of whether a student could reasonably be expected to walk or cycle to school or college. Where this is not possible subsidised transport will be provided.
67. The most appropriate mode of travel will be agreed as part of the assessment process.
68. The assessment will consider transport to the nearest suitable school or college. If by parental or student preference a more distant establishment is named, transport will be the responsibility of the parent.
69. Where a student with Special Education Needs remains in further education, transport could be provided up to the age of 25, if specifically required through the Statement of Special Education Needs (or Education Health Care Plan EHCP from 1<sup>st</sup> September 2014).
70. The Council will endeavour to transport students in the shortest possible time and will investigate all possible alternatives if the travel time, one way, exceeds one hour and fifteen minutes. Where possible, adjustments will be made to transport

arrangements to reduce travel time to less than one hour and fifteen minutes provided this can be achieved efficiently.

71. The timescale for arranging transport will be a maximum of 15 working days from receipt of the application. Unless there is a return date stipulated on the application form.

## **Residential placements**

72. Where a student attends a residential school or college, subsidised or free transport will be provided in accordance with the accommodation arrangements:
- Termly boarding
  - 12 day boarding
  - Weekly boarding
  - 52 week placement
73. **termly boarding** – free or subsidised transport will be provided at the beginning and end of each term and at the beginning and end of the mid term holiday.
74. **12 day boarding** – free or subsidised transport will be provided on alternate weekends and at the beginning and end of each term.
75. **weekly boarding** – in most cases free or subsidised transport will be provided on Monday and Friday each week.
76. **52 week placement** – free or subsidised transport will be provided for three return journeys per year.
77. Any additional journeys will be the responsibility of the parent/carer.
78. In the interests of the efficient use of resources the council will, in all cases, encourage parents/carers to transport students for which mileage reimbursement may be made.
79. The cost of parent/carers attending one review per year at a school or college outside of the Central Bedfordshire area will be met by mileage reimbursement or by the provision of a travel warrant. No other additional costs (e.g. other members of the family, friends etc.) will be met by the Council.
80. Any additional transport requirements to those set out above will remain the responsibility of the parent/carer.

## **Additional considerations**

81. Students who live in a joint home arrangement, who fulfil the other criteria for free or subsidised transport, will be provided with transport from the primary home address registered with the school or college.
82. Students may be required to walk up to one mile from home to the pickup point and where allocated a place on a public service route, they may be required to walk up to one mile from the setting-down point to the school.
83. In determining entitlement to subsidised or free transport, the route used in assessing the distance will be the shortest available walking route up to 3 miles.

After 3 miles the shortest motorised route up to 20 miles will be used to assess entitlement. Measurement will commence at the gate of the student's home to the nearest gate on the school or college site.

84. Where students receive free or subsidised transport as a result of errors in measurement or if a route has recently been assessed as being available to walk in reasonable safety when accompanied as necessary, then transport will be withdrawn with no less than 12 weeks notice. The student and their family will be notified of any changes as soon as possible after the error has been identified.

### **Concessionary Places on School Contract Vehicles**

85. Where students are not entitled to free or subsidised transport, it may be possible to purchase a concessionary pass for routes already operating for entitled pupils on a school contract vehicle.
86. Concessionary Passes can be bought for one term at a time and are allocated on a first come, first served basis if there are any spare seats once all the entitled pupils have been allocated their spaces and the route is not publically registered
87. Concessionary passes are not available on routes that are public registered services, where it is possible to pay a bus operator direct. Information on public transport routes is available through <http://www.travelineeastanglia.co.uk>

### **Rail/Bus passes and mileage reimbursements**

88. Passes for public service routes are issued to students, based on the most cost effective provision of transport.
89. Where there is no public transport or where it is not practical to re-route an existing contracted vehicle, parents/carers or students may be able to claim personal mileage allowances for transport to and from school or college. However, this is at the Council's discretion and is based upon the most cost effective provision of transport. The subsidised rate is payable by students to whom mileage expenses are paid.

### **Replacement Bus Passes**

90. Students are required to carry a travel pass on all occasions that they travel. Where a travel pass is lost a replacement must be obtained by contacting the Transport Commissioning and Entitlement Team (see appendix B).
91. A handling charge will be made for a new pass to be issued as set out in the Council's Fees and Charges Policy. In addition the cost of a new pass provided by a bus/rail company will be passed on to a student. Information on the cost of replacement bus passes can be provided by contacting the Transport Commissioning and Entitlement Team.

### **Parental responsibilities**

92. In all cases where free or subsidised transport is provided, parents/carers must make their own arrangements for the student to arrive at and be collected from the vehicle.
93. Parents/carers will be asked to allow the Council to use any specialist seating which the student requires. If this is not possible the Council will arrange for suitable seating to be provided.
94. If parents/carers choose to transport the student themselves when a place is available on existing transport arranged by the Council, then no mileage reimbursement will be payable by the Council.

## **Appeals**

95. Decisions regarding the eligibility for travel assistance, the mode of assistance, and other practical matters of travel assistance will only be taken by authorised Council staff. If a parent/carer is unhappy with a decision that has been made, that parent/carer should first take it up informally with the officer or Department that made the original decision. If it is necessary to put the query in writing, then the Council will offer assistance with this in the case of a parent/carer with a disability.
96. If the matter is not resolved informally in this way, then the parent/carer will be required to complete a *Transport Appeal Form* (TAF1) which can be downloaded from the Council website. Alternatively a copy of the form can be requested from the Transport Commissioning and Entitlement Team (See appendix B). The TAF1 form must be submitted within 20 working days of receipt of the original transport decision being made by the Council.
97. The completed form should then be returned to the Transport Commissioning and Entitlement Team. The Team Leader together with another Children's Services officer will review the initial decision and further information submitted. This will be completed within 20 working days of receipt of the TAF1 form.
98. It is anticipated that the majority of appeals will be resolved at this stage. If the appeal is unsuccessful the parent will receive a copy of the appeal form with the reasons given for the decision.
99. If the matter remains unresolved the parent/carer can make a further appeal to the Transport Eligibility Panel. Appeals must be submitted, using the TAF2 form available on the website, directly to the Appeals Clerk, within 20 working days of the receipt of the decision of the first appeal considered by Transport Commissioning and Entitlement Team and a Children's Services Officer. When submitting the completed TAF2 form, parents/carers must also submit the decision letter received as the result of the initial appeal. The Transport Eligibility Panel consists of 3 people who are independent and who have volunteered for the role. They are not paid and are not associated with the Council or a school connected with the appeal except as an independent panel member. They are trained in all aspects of this Policy and will make decisions within its remit. A Clerk will be present to minute the hearing and will write to parents with the decision made by the Transport Eligibility Panel.
100. Parents/carers must submit all evidence to the Appeals Clerk 10 working days before your appeal is due to be held. Information on how and where to submit this evidence is on the TAF2. Evidence received after this will only be considered with the agreement of the Panel and late evidence may result in the appeal being moved to a later date.

101. Parents/carers are invited to verbally represent their case to the Panel. A maximum of 2 adults are able to attend a hearing. These can be both parents/carers or 1 parent and 1 supporter. An interpreter or signer may be provided if requested on the TAF2 form. No children may attend.
102. A member of the Transport Commissioning and Entitlement Team will also be present to explain the reasons why transport, or the particular provision requested, had been refused.
103. The Panel will consider the information provided on the TAF2 form and any additional evidence provided by the parent/carer, as well representation from Transport Commissioning and Entitlement Team. Appeals panels will be arranged as soon as is possible within 40 working days. The necessary documents will be provided to parents and the panel at least 5 working days before the appeal date, unless a shorter period is agreed beforehand. The outcome of the appeal will be advised to the parent/carer in writing within 5 working days of the appeal hearing. Where parents/carers have a disability which may impact on their ability to attend a hearing, or if they require assistance with language interpretation or reading, appropriate assistance will be provided by the Council if it is identified on the TAF2 form.
104. Where parents have a disability which may impact on their ability to attend a hearing or if they require assistance with language interpretation or reading, appropriate assistance will be provided by the Council.
105. Where the pupil in question holds a statement of special educational needs or EHCP, it may be that a disagreement about travel is part of a wider question of school provision and placement. In such an instance, it may be necessary for the matter to be considered by a Special Educational Needs and Disability Tribunal. Although this body does not hear appeals specifically about transport, it may consider it as part of a wider appeal.
106. The Appeals Process detailed above does not prevent the parent/carer raising a school transport related issue with a local Councillor or any other person.
107. Where a parent/carer feels that an appeal has not been conducted in a fair manner, he or she may pursue a complaint using the Council's complaints procedure. (See point 106-108 below).

## **Complaints/Queries**

108. If a parent/carer has a query or is disastified by any aspect with regard to the determination of eligibility/entitlement for travel assistance, this should initially be brought to the attention of the Transport Commissioning and Entitlement Team.
109. Queries/complaints relating to journey planning, standard/condition of vehicles, drivers, passenger assistants and any other issues relating to the journey to/from school should initially be brought to the attention of the Client Transport Team (see appendix B).
110. If the complaint is not resolved to your satisfaction it may be escalated via the Council's Corporate Complaints Procedure  
[www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/customer-feedback/default.aspx](http://www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/customer-feedback/default.aspx)

## **Appendix A: Free transport for families with a low income**

1. Children from low income groups are defined in the Education and Inspections Act (2006) as those whose families are in receipt of the maximum level of Working Tax Credit (WTC) or who are entitled to free school meals

### **Maximum Working Tax Credit (WTC)**

2. When a customer is first awarded tax credits, or following a change in their household circumstances, HM Revenue and Customs issue a “tax credits award notice” detailing the breakdown and amount of the award. Part two of the award notice gives details of “How we work out your tax credits” including details of the full WTC elements. It then lists “any reduction due to your income” and shows the net amount payable. It is therefore readily apparent from the award notice whether a person is receiving maximum WTC or a reduced sum due to income. Where there is a reduction due to your income in this section then you would not qualify for free travel assistance.

3. Please see below the list of qualifying benefits and the documentation required to assess entitlement to transport:

<b>Benefit</b>	<b>Documentation required</b>
Income Support (IS)	<ul style="list-style-type: none"> <li>• Letter confirming receipt of benefit</li> </ul>
Income Based Jobseekers Allowance (IBJSA)	<ul style="list-style-type: none"> <li>• Letter confirming receipt of benefit</li> </ul>
Support under part VI of the Immigration and Asylum Act 1999 (from the National Asylum Support Service)	Letter of confirmation from the National Asylum Support Service (NASS)
Guaranteed element of State Pension Credit	Pension Credit M1000 Award Notice
Child Tax Credit, provided a parent /carer is not entitled to Working Tax Credit and has an annual income (as assessed by HM Revenue and Customs) that does not exceed £16,190	<ul style="list-style-type: none"> <li>• TC602 Tax Award Credit Notice – issued by HM Revenue and Customs</li> </ul>
Employment Support Allowance	<ul style="list-style-type: none"> <li>• Letter confirming receipt of benefit</li> </ul>
Maximum Working Tax Credits	<ul style="list-style-type: none"> <li>• TC602 Tax Award Credit Notice – issued by HM Revenue and Customs</li> </ul>

## **Appendix B: Contact details**

### **If you wish to discuss:**

- entitlement to transport
- an application for transport
- amend or cancel transport
- change in medical needs, behavioral needs or additional support
- change in existing timetable (part time or post 16 pupils only)
- or if you wish to discuss the method of transport offered

Then please contact a Transport Commissioning and Entitlement Officer at:

Tel: 0300 300 8339

Email: [school.transport@centralbedfordshire.gov.uk](mailto:school.transport@centralbedfordshire.gov.uk)

Address: Transport Commissioning and Entitlement Team, Watling House,  
High Street North, Dunstable, LU6 1LF

### **If your child attends a mainstream school or college and you have a question about one for the following:**

- the condition of the vehicle
- vehicle arriving early or late
- behaviour of the driver or passenger assistant
- location of pick up or drop off points
- an incident of bad behaviour
- or any other concerns in relation to the service that is allocated

Then please contact Client Transport Team Coordinator in the Mainstream Transport Team at:

Tel: 0300 300 8167

Email: [mainstream.transport@centralbedfordshire.gov.uk](mailto:mainstream.transport@centralbedfordshire.gov.uk)

Client Transport Team, Priory House, Monks Walk, Chicksands, Shefford,  
Bedfordshire, SG17 5TQ

### **If your child attends a special school or accesses alternative transport provisions due to their special educational needs and you have a question about one of the following operational issues including:**

- condition of the vehicle
- the vehicle arriving early or late

- pick up points or times
- behaviour of the driver or passenger assistant
- a new wheelchair or change in an existing wheelchair
- transporting equipment

Then please contact the Client Transport Team Coordinator in the SEN Transport Team at:

Tel: 0300 300 6969

Email: [Sen.transport@centralbedfordshire.gov.uk](mailto:Sen.transport@centralbedfordshire.gov.uk)

Client Transport Team, Priory House, Monks Walk, Chicksands, Shefford, Bedfordshire, SG17 5TQ

**If you wish to make any other enquiries or to make a complaint**

The please contact Customer relations:

Priory House, Monks Walk, Chicksands, Shefford, SG17 5TQ

Tel: 0300 300 6077 or 0300 300 4995

Email: [customer.relations@centralbedfordshire.gov.uk](mailto:customer.relations@centralbedfordshire.gov.uk)