

Nottingham City Council

Children and Adults Mainstream

Home to School Transport Policy

August 2020



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Nottingham
City Council

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SUMMARY STATEMENT

This policy sets out the framework within which all applications made to Children and Adults for travel assistance to and from schools, 6th Forms or Further Education establishments will be assessed, and the remit for delivery of the education transport service.

This policy supports the Nottingham School Travel Plan Strategy in promoting sustainable travel to and from school and removing barriers to education.

Nottingham City Council would prefer all pupils to walk or cycle from home to school to encourage exercise and promote children's health. In instances where walking or cycling are not appropriate options, the City Council would prefer pupils to use public transport services before using cars for the school journey.

Parents should give careful consideration to travel options when choosing a school for their child. Parents choosing a school other than their designated school will not normally be entitled to travel assistance unless the preferred school is nearer than their designated school or is the nearest available school* and beyond the statutory minimum walking distance.

** To be the nearest available school the parent/pupil must have applied and been refused a place at all the nearer schools to their home address, in accordance with Nottingham City Council's School Admissions Policy.*

THE LEGAL CONTEXT

The legal responsibility for ensuring a child's attendance at school rests with parents. This includes accompanying the child on the school journey where necessary. If parents are working at the time when their child travels to and from school, it is a parental responsibility to make arrangements for someone else to supervise or accompany their child where necessary.

However, where one or both of a pupil's parents are registered disabled, eligibility for travel assistance will be judged on the individual circumstances, with regard to the Equality Act 2010.

Nottingham City Council has a duty under the Education Act 1996 (amended by the Education and Inspections Act 2006) to provide travel assistance free of charge for pupils of statutory school age who attend their nearest suitable school with available places, but who cannot be reasonably expected to walk to school due to either the distance between home and school, or due to a special transport need.

The Authority does not have a duty to provide travel assistance to a pupil attending a school other than the designated school, or a nearer school, as a result of parental preference, or provide travel assistance where a pupil's SEN can be met at their nearest appropriate school with available places, but parents decide to send their child to a school that is further away.

Details of the relevant legislation can be found at Appendix 1

1 DEFINITIONS

1.1 Abbreviations

AEO	Admissions & Exclusions Officer
CASTT	Children and Adults School Transport Team
EWO	Education Welfare Officer
LA	Local Authority
Parents	includes carers/guardians and single parents
SEN	Special Educational Needs
STO	School Transport Officer

1.2 Compulsory School Age

Compulsory school age (sometimes known as statutory school age) begins when a child reaches the age of 5 and must start school in the term following their 5th birthday. Compulsory school age ceases on the last Friday in June in the school year in which the young person reaches the age of 16.

1.3 Eligible Pupil

An eligible pupil is defined as a child or young person of compulsory school age attending their nearest qualifying school for whom travel arrangements will always be provided. These include children who are:

- living outside the statutory walking distance (defined according to age and income group);
- unable to walk to school by reason of their mobility problem including temporary medical conditions;
- unable to walk to school safely, even when accompanied as necessary, because of the nature of the route.

1.4 Qualifying Schools

The relevant educational establishment in relation to an eligible pupil will be either a 'qualifying school' or a place, other than a school, where the pupil is receiving education due to illness or exclusion from school. Qualifying schools are:

- community, foundation or voluntary schools (mainstream);
- community or foundation special schools;
- non-maintained special schools;
- learning centres/pupil referral units;
- maintained nursery schools;
- city technology colleges (CTC), city colleges for the technology of the arts (CCTA) or Academies.

1.5 Designated School *(also known as catchment school)*

Each mainstream school has a defined catchment area, and the school situated in this area is generally known as the “catchment school” or “designated school” for pupils living within that area. The catchment area is defined by streets or area, or in the case of secondary schools, by the catchment area of their “feeder schools”.

Details of mainstream school catchment areas are available from the Admissions & Exclusion Team in Children and Adults, although each school normally has details of its own “catchment area”.

The designated school for each pupil living in the City will usually be the local catchment school but if a pupil has a significant special educational need it may be a special school or an alternative mainstream school.

Where the pupil has an Educational Health Care Plan (EHCP), The Special Educational Needs Service will designate the nearest available provision able to meet the needs of the individual.

More details can be found within the SEN Home to School Transport Policy.

1.6 Nearer School

The nearer school is a qualifying school that is closer to the home than the designated or catchment school based on the shortest available walking route.

1.7 Preferred School

Parents have the right to express a preference for a school other than the “designated school” and this is known as a “preferred school”.

Parents choosing a school other than their designated school will not normally be entitled to travel assistance unless the preferred school is nearer than their designated school or is the nearest available school and beyond the statutory walking distance.

To be the nearest available school the parent/pupil must have applied and been refused a place at all the nearer schools to their home address, in accordance with Nottingham City Council’s School Admissions Policy.

1.8 Faith Schools

Parents may choose, because of their religion or belief, to send their children to faith schools. A faith school is considered a preferred school. The Governing Body of a faith school decides whether or not the pupil attends on grounds of religion or belief.

More information on travel assistance to faith schools can be found in the sections for ‘Statutory Entitlement to Travel Assistance’ (section 2).

1.9 Statutory Walking Distance

The statutory walking distance (the maximum distance that a pupil will be expected to walk to school) is 2 miles for a pupil aged 5 to 7, 2 miles for a pupil aged 8 to 16 from a low income group, or 3 miles for a pupil aged 8 and over whose family is not on low income. 'Low income group' refers to a child eligible for free school meals or from a family in receipt of the maximum level of Working Tax Credit (see section 2).

The walking distance will be measured along a walking route, which will not necessarily be the same as the shortest distance by road. The walking distance is measured by the shortest route along which a pupil, accompanied where necessary, may walk with reasonable safety and without trespass. As such the route may include footpaths, bridleways and other pathways as well as recognised roads.

2 STATUTORY ENTITLEMENT TO TRAVEL ASSISTANCE

The duty placed on the Local Authority (LA) applies to “home to school” travel arrangements at the start of the day, and “school to home” travel arrangements at the end of the day. The duty does not imply a “door to door” service, and does not relate to travel between educational institutions during the school day, optional extra activities such as weekend events, holiday clubs, or school trips. Details of the relevant legislation can be found at Appendix 1.

Assessments for travel assistance will be based only on the journey between school and the pupil's home address. A pupil's 'home' is the place where they are habitually and normally resident.

The key criteria for determining whether a pupil is eligible to receive travel assistance to their designated school are walking distance, age, income status, and special transport need.

2.1 Criteria for Statutory Entitlement

2.1.1 Walking Distance

Travel assistance will be provided free of charge to eligible pupils of compulsory school age who attend their designated school or a nearer available school and live beyond the statutory walking distance (the maximum distance that a pupil will be expected to walk to school). The maximum walking distance is:

- 2 miles for pupils aged 5 to 7
- 2 miles for pupils aged 8 to 16 from low income groups
- 3 miles for other pupils aged 8 to 16

The Education and Inspections Act 2006 defines ‘low income groups’ as those pupils entitled to free school meals or those pupils whose families are in receipt of the maximum level of Working Tax Credit.

Those families qualifying for travel assistance through their low income entitlement will only receive travel assistance for the rest of the academic year in which they applied. Further applications will be required for future academic years. Changes in personal circumstances that affect income status may result in travel assistance being refused for the following academic year.

The walking distance will be measured along a walking route, which will not necessarily be the same as the shortest distance by road. The walking distance is measured by the shortest route along which a pupil, accompanied where necessary, may walk with reasonable safety and without trespass. As such the route may include footpaths, bridleways and other pathways as well as recognised roads.

The LA will not generally provide travel assistance to a pupil attending a school other than the designated school, or a nearer school, as a result of parental preference, or parent's decision to send their child to a school that is further away.

2.1.2 Pupils Aged 11 to 16 from Low Income Groups

In addition to reducing the walking distance criteria (from 3 miles to 2 miles) for pupils aged 8 to 16 from low income groups, the Education and Inspections Act 2006 has reduced the barriers to parental choice for secondary-aged pupils in two ways:

Travel assistance will be provided free of charge to pupils aged between 11 and 16 from low income groups who attend any one of their three nearest suitable schools with available places, where these schools are more than two miles walking distance and less than six miles driving distance (the shortest available route by road) away from their home.

Pupils attending faith or single sex schools

Parents may choose, because of their religion or belief, to send their children to faith, or single sex schools. A faith school is considered a preferred school and pupils attending these schools do not have a statutory right to free transport unless they are aged between 11 and 16, from a low income group (see full eligibility criteria below).

Each Roman Catholic school has a catchment area which is defined by the Roman Catholic Diocese and the LA. The designated Roman Catholic school will be determined from the Roman Catholic school catchment area in which a pupil lives. For all other faith schools, the designated school is considered to be the nearest appropriate school of that faith to the home address.

Eligibility for faith Primary School

The pupil must be from a low income group and attending the designated or nearest faith primary school for their home address. The walking distance must measure more than two miles and less than fifteen miles driving distance (the shortest available route by road) from home). Applications Forms for free travel must be signed by the Head Teacher to confirm attendance on grounds of religion or belief. 'Low Income Group' refers to pupils eligible for free school meals or from families in receipt of the maximum level of Working Tax Credit.

Where necessary, a 'companion pass' for a parent/carer to accompany their child to school may also be offered. If there is no suitable public transport network in place between home and school, a mileage allowance (equal to the Local Government Casual Car User Allowance) may be offered for parents/carers to transport their child to school.

Eligibility for Faith Secondary School / Single Sex Secondary School

The pupil must be from a low income group and attending the designated or nearest faith secondary school or single sex secondary school for their home address and the walking distance must be more than two miles and less than fifteen miles driving distance (the shortest available route by road) from home. The application form must be signed by the Head Teacher to confirm attendance on grounds of religion or belief. 'Low Income Group' refers to pupils entitled to free school meals or from families in receipt of the maximum level of Working Tax Credit.

OR

The family has more than one child of statutory school age attending the nearest faith or single sex secondary school on the grounds of religion or belief **and** the school is over 2 miles walking distance from the home **and** the family is in receipt of Working Tax Credit where the reduction due to income is less than the annual school travel cost to the family. The annual school travel cost will be calculated using the cost of the daily return fare of a pupil travelling on public transport to and from the school. Any travel assistance provided under these circumstances is discretionary. The application form must be signed by the Head Teacher to confirm attendance on grounds of religion or belief.

The Education and Inspections Act 2006 defines 'low income groups' as those pupils entitled to free school meals or those pupils whose families are in receipt of the maximum level of Working Tax Credit. Those families qualifying for travel assistance through their low income entitlement will only receive travel assistance for the rest of the academic year in which they applied. Further applications will be required for future academic years. Changes in personal circumstances that affect income status may result in travel assistance being refused for the following academic year.

2.1.3 Pupils with Special Transport Needs

For short-term medical conditions or temporary mobility problems, such as a broken leg, the Children and Adults School Transport Team (CASTT) will provide travel assistance for a maximum of 3 months if the applicant meets the statutory entitlement criteria. For longer-term medical conditions, travel assistance will be provided through the CASTT for a period of up to 12 months, but if a medical condition persists for longer than that, the case will be passed to the SEN Service (who will continue to provide travel assistance if the applicant meets the statutory entitlement criteria).

2.1.4 Pupils with Disabled Parents

It is a parental responsibility to accompany their child on the journey to school where necessary, or to make arrangements for someone else to do so. However, where one or both of a pupil's parents/carers are registered disabled, eligibility for travel assistance will be judged on the individual circumstances, taking into account the LA's duty under the Equality Act 2010.

If, for example, a walking route (under the statutory maximum walking distance) for a pupil is only considered to be safe when accompanied by an adult, and the parent/carer would be unable to do so due to their (registered) disability, the LA must make alternative travel assistance arrangements. This might be, with parental consent, the provision of an appropriate escort to walk with the pupil.

2.2 Pupils Permanently Excluded from School

Following a permanent exclusion, a pupil may be admitted to an alternative school designated either by the Admissions and Exclusions Officer (AEO) or the Fair Access Panel, and this school shall be regarded as the designated school for travel assistance purposes. In normal circumstances, the AEO should pursue placement of an excluded pupil at the nearest appropriate school to the home address.

The nearest appropriate school would be the nearest one at which the pupil could continue their education, removed from any influences which could jeopardise the pupil's chance of success.

Pupils must still meet the criteria outlined in section 2.1 to qualify for statutory travel assistance. If a parent chooses an alternative school for their child, this will be classed as a preferred school for travel assistance purposes and the pupil will not normally be entitled to travel assistance.

2.3 Pupils Attending a Learning Centre (previously known as a Pupil Referral Unit)

Learning Centres are off-site units for young people with a history of disengagement from learning, 'at-risk' behaviours and vulnerability. A Learning Centre, or an allocated alternative provider, will be considered the designated establishment, even if the pupil is on roll at a school. Eligibility for statutory travel assistance will be assessed by the manager for each Centre using the criteria outlined in section 2.1.

Centre managers will request travel assistance from the Children and Adults School Transport Team (CASTT) as appropriate. Where pupils do not live within the walking distance a Robin Hood Scholar bus pass will be provided (see section 4.2).

2.4 Pupils Aged Under 16 Attending Colleges or Alternative Provision

For pupils aged under 16 who attend college or other alternative educational provision on a full-time basis, eligibility for travel assistance will be assessed as follows:

- If the placement is a parental choice, then normal rules apply as for a preferred school.
- If the pupil's original school has recommended the attendance at a college or alternative place of education, then that school is expected to pay any necessary travel assistance costs.
- If Children and Adults (the AEO, or the Fair Access Panel) has recommended the move, then the college or alternative provision will be classed as the designated school for travel assistance purposes and statutory travel assistance will be provided in accordance with the criteria outlined in Section 2.1.

3. DISCRETIONARY TRAVEL ASSISTANCE

Under exceptional circumstances, the LA, at its discretion, may also provide travel assistance for pupils who do not qualify for free travel assistance on statutory grounds.

3.1 Pupils Moving House

3.1.1 Pupils who Move House for Reasons Beyond Parents' Control – Pupils moving house for reasons outside of their parents'/carers' control will be able to apply for discretionary travel assistance to their original school if:

- the house move takes place while pupil is in their last year of primary education or last 2 years of secondary education

and

- the pupil would meet the criteria outlined in Section 2.1 if the original school were considered the designated school

and

- the original school is within the Nottingham City boundary, or the greater Nottingham Conurbation

An educational year is deemed to begin after the last day in August of the calendar year in question. Therefore those who move during the summer holidays before the 1st September will not receive assistance.

Reasons outside of parental control may include priority housing move through the City Council e.g. victims of anti-social behaviour, harassment, or lack of suitable council housing available within the existing catchment area. (Housing is deemed suitable under the City Homes housing policy)

3.1.2 Pupils whose Families Choose to Move House - Pupils from families who move house out of choice, but do not arrange for their children to transfer to the nearest suitable school with available places, will not normally be entitled to travel assistance, as the school will then be considered by the LA to be a parental choice (preferred) school.

3.1.3 Pupils with Split Parental Homes - Parents of children from split parental homes must decide which home is their chosen address for travel assistance purposes. Assistance to both homes will not be provided. Pupils moving between parental homes in Academic Years 6, 10 or 11 will be considered for discretionary travel assistance if they continue to attend their previous designated school and would meet the criteria outlined in Section 2.1 if the original school were considered the designated school. Proof of residence may be requested for travel assistance purposes in the form of a Child Benefit Award Notice or similar evidence.

- 3.1.4 Pupils Living in Temporary Accommodation - Pupils from families which have to move into temporary accommodation for reasons outside their control will be able to apply for discretionary travel assistance for up to a maximum of 6 months to any city school which is over 2 miles from home, within the Nottingham City administrative area and accessible using the public transport network.

Reasons outside of parental control may include moving during emergency housing repair or movement to a women's refuge. Assistance is not provided where parents/carers go abroad for extended periods.

3.2 Pupils who move schools

If a parent elects to move their child to an alternative (further away) school due to personal reasons during statutory school age, and this move results in travel issues for the pupil, that school will be treated as a preferred school for travel assistance purposes, and therefore the pupil would generally not be entitled to free travel, unless they meet the 'Low income' criteria (see Section 2.1.2). All other applications will be considered on an individual basis. Some exceptions may be made for Pupils that have no choice in moving schools (see Section 2.2).

3.3 Pupils in Care Placements

For pupils living in foster or community homes the designated school is the one assigned to that home. Any exceptional circumstances will be considered on an individual basis. This may include short term foster or care placements.

Where a pupil who is in public care and "looked after" by the LA moves home and it is decided that it is in the child's interests to continue to attend the same school, the LA may decide to provide discretionary travel assistance to ensure continuity of education, providing the school is within the Nottingham City boundary, or the greater Nottingham Conurbation. Supporting information or evidence from Social Care may be required.

3.4 Pupils Aged Under Five

The LA does not have a duty to provide travel assistance for children below statutory school age. Children below the statutory school age are automatically entitled to use public transport free of charge and do not usually travel independently. Nevertheless, parents/carers may apply for discretionary travel assistance if they consider that their child has a special transport need and will meet the assessment criteria outlined in Section 2.1.

The decision on whether or not a pupil of under 5 has a special transport need will take account of normal arrangements for transporting children of this age.

3.5 Students (Without a STN) Aged Over 16 attending Sixth Form or College

Sixth form or college students are generally expected to use public transport services for travel to and from school sixth forms and colleges in Greater Nottingham. The City Council does not normally provide students with any financial assistance for transport. Weekly, monthly or yearly public transport passes are available at a reduced cost to the daily fare from most public transport operators in and around Nottingham. Some colleges provide private contracted bus services to areas which are not well served by commercial bus services, some of which are outside the Greater Nottingham area. Travel Passes for these services can be purchased by learners direct from the college.

4. TYPES OF TRAVEL ASSISTANCE

On receipt of a fully completed application (see section 6), a School Transport Officer will assess whether or not the applicant is eligible for statutory travel assistance (see Section 2.1), or whether or not the applicant meets the requirements for discretionary travel assistance (see section 3).

If travel assistance is agreed, the most appropriate form of travel assistance to be awarded will also be decided by the Officer, taking into account parental responsibility, the needs of the pupil, individual circumstances, and the efficient use of resources. The mode of travel assistance provided may not therefore be the preferred option of the family and will be subject to regular review.

Travel assistance will be provided at the beginning and end of every normal school/college day, but not for optional extra activities such as weekend events, holiday clubs, or school trips.

Arrangements for travel assistance may take one of the following forms:

- Free Public Transport Travel Pass (see 4.1)
- Grant-In-Lieu of a Travel Pass (see 4.2)

If the applicant has a special transport need, the following options may also be considered:

- Free Public Transport Travel Passes (see 4.1)
- Place on a multi-occupancy vehicle (see 4.3)
- Individual transport (see 4.4)

4.1 Free Public Transport Travel Pass

Pupils who are entitled to free travel assistance will be awarded a Robin Hood Scholar bus pass for the academic year. This bus pass allows the holder to access all public bus operators in the Nottingham City Council's administrative boundary and the greater Nottingham conurbation including the NET (Tram) and local train services.

4.2 Grant in Lieu of a Travel Pass

In certain circumstances a grant will be given in lieu of a travel pass, but only if there are no suitable transport services available to the designated school, or if the distance from home to the nearest bus stop is greater than one mile. A grant equivalent to the cost of travelling by public transport is payable, provided that the pupil qualified for free travel assistance in accordance with the walking distance criteria (see section 2.1).

Grants are only considered under certain circumstances, bearing in mind the pupil's age, and where the LA considers this option to be the most efficient use of its resources. A grant in lieu of a free bus pass will not normally be given if public transport is available or a school transport service is provided under contract to the City Council.

A grant in lieu of a free pass will be given to only one member of a family at any one time, where a sibling is attending the same school or the same site. Where a sibling is attending a different school on a different site, a grant will be paid to each pupil.

4.3 Place on a Multi-Occupancy Vehicle

Where a pupil is entitled to free travel assistance and has a special transport need, a place might be offered on a shared vehicle. Information regarding pick-up points and escorts can be found in the section for 'School Transport Service Provision' (Section 5).

The LA is unable to offer surplus places on these shared vehicles to pupils who do not meet the criteria for free travel assistance, even if parents offer to pay the costs of the place. It is the LA's policy to regularly review transport arrangements, in consultation with service providers, to minimise surplus places on vehicles and the total number of vehicles used. Dedicated transport of this nature is very expensive and must remain as flexible as possible throughout the school year to respond efficiently and cost effectively to the changing needs of eligible pupils.

4.4 Individual Transport

For a very few applicants, exceptional circumstances may result in the allocation of individual transport, for example a taxi or an ambulance-style high dependency vehicle. If individual transport is offered, the parent/carer may be required to act as the escort for their child. If the journey is beyond the maximum walking distance, the parent would be driven home from the morning school drop and picked up in the afternoon for the return journey. If the journey is less than the maximum walking distance, the parent would be expected to walk home after the morning drop, and walk back to the school for the afternoon pick-up.

Allocation of individual transport does not automatically imply a "door to door" service and parents/carers may be expected to accompany the pupil to a pick-up point a short distance from their home, even if they are not required to escort for the whole journey (see 5.2).

4.5 Public Transport Travel Pass

For pupils who do not qualify for any of the previous travel options, weekly, monthly or yearly public transport passes are available at a reduced cost to the daily fare from most public transport operators in and around Nottingham. For more information about commercial transport services and travel passes please contact the public transport operators directly.

5. SCHOOL TRANSPORT SERVICE PROVISION

5.1. Review of Travel Assistance Arrangements

All travel assistance arrangements will be reviewed annually or at times of transition to assess whether the basis for entitlement has changed or whether the mode of travel assistance provided remains appropriate. Travel assistance entitlement will be re-assessed if the home address, pupil needs, educational establishment or course details change.

Any amendment to, or withdrawal of, travel assistance does not excuse a child of compulsory school age from attending school and it will remain the responsibility of the parent/carer to ensure their child's continued attendance at school.

5.2. Pupil Behaviour Whilst Travelling

The health and safety of drivers and passengers is dependant on good pupil behaviour. The LA takes a serious view of incidents of poor conduct.

The Education and Inspections Act 2006 empowers head teachers to take action to address unacceptable behaviour even when this takes place outside the school premises. Persistent poor behaviour on the journey to and from school can be grounds for exclusion.

In some cases, if either the LA or a transport operator refuses to allow a pupil to continue to access a particular vehicle due to the pupil's poor conduct, an alternative arrangement may be offered, but only after an assessment of the nature and seriousness of the case.

In the event of a serious incident of indiscipline, vandalism, or anti-social behaviour, or persistent offences of this nature, transport provision may be permanently withdrawn. In these cases the LA would not be implying that travel arrangements were not necessary and should not be provided, but rather that travel arrangements were necessary and had been made but the pupil's behaviour was such that they were unable to take advantage of them. If these circumstances arise, no alternative travel assistance arrangements will be made.

6 APPLICATION PROCESS AND CUSTOMER CARE

6.1 Applications for Pupils aged Under 16

Applications for travel assistance for pupils aged under 16, except for those with a special transport need, should be made on the Home to School Travel Assistance form (ETA1). Forms can be obtained from the Children and Adults School Transport Team (see Section 8 for contact details) or can be downloaded from the Nottingham City Council website.

On receipt of a completed application, the School Transport Officer will make a decision on entitlement and inform parents/carers in writing within **10** working days. It may take longer to reach a decision if further information is required from parents/carers or professionals involved with the pupil. Details of the relevant transport arrangements or travel pass information will normally be sent to the home address.

Travel passes will be issued free of charge at the start of each academic year. Lost or stolen passes can be replaced by contacting CASTT - a small charge will be made for all replacements. Parents/carers must cover the cost of home to school transport whilst their child's replacement pass request is being processed, but every effort will be made to minimise the processing time.

Those families qualifying for travel assistance through their low income entitlement will only receive travel assistance for the rest of the academic year in which they apply. Further applications will be required for future academic years. Changes in personal circumstances that affect income status may result in travel assistance being refused for the following academic year.

6.2 Customer Care

If a parent/carer has a complaint or query about the standard of service they are receiving, they should, in the first instance, contact the team whose details are on the letter of confirmation sent when travel assistance was originally approved.

Customer complaints will be acknowledged within 1 working day of receipt and a response will usually be made within 20 working days of receipt.

To ensure that services operate smoothly and efficiently, pupils and parents/carers are expected to comply with the conditions described in either 'Respect for Transport', or the 'Special Needs Travel Assistance Guide for Parents, Carers, Pupils and Students'. The LA reserves the right to temporarily or permanently withdraw travel assistance if the codes of conduct are not followed.

The withdrawal of travel assistance does not excuse a pupil of statutory school age from attending school, and it will remain the responsibility of the parent/carer to ensure the pupil's continued attendance at school.

7 RIGHT OF APPEAL

7.1 General Appeals Process

A parent/carer of a pupil of statutory school age (5 -16) has the right to a review of a decision within 20 working days from receipt of the LA's initial decision. Appeals should be made in writing to the Senior Transport Officer of the Children & Adults School Transport Team (see Section 8 for contact details) who will review the decision and reply in writing within 20 days. All appeals will be treated on an individual basis.

Where 1st Appeals are unsuccessful, parents/carers have the right to a 2nd review within 20 working days of receipt of the LA's 1st Appeal decision. In 2nd Appeals, parents/carers must provide further supporting evidence that **hasn't already been considered** during the 1st Appeal process. However, additional or late information provided after a decision has been made on the 2nd Appeal, will not be considered. 2nd Appeals should be made in writing and returned to the Pupil and Schools Services Manager. An independent Appeals Panel will be arranged to consider both written and (if the parent/carer wishes to attend the panel hearing) verbal representations from both the parent/carer and officers involved in their case. The Appeals Panel decision will normally be within 5 working days however, this may be extended if further information is required to help the decision-making process.

7.2 Unsuccessful Appeals

If a parent/carer or student is still not satisfied with the outcome of the appeal, there is no further right of appeal to LA. However, there is still the right to appeal to the Secretary of State or to take independent legal action. Also, if a parent/carer or student feels that their appeal has not been treated fairly or in accordance with the LA's policy, the Local Government Ombudsman can be contacted for help and advice on 0845 602 1983 or 0300 061 0614.

8 USEFUL CONTACT DETAILS

Passenger Transport Operations
Peoples Directorate
Building 5, Woolsthorpe Depot
Woolsthorpe Close
Nottingham
NG8 3JP

Telephone: 0115 876 1464

Email: transport.team@nottinghamcity.gov.uk

Web: www.nottinghamcity.gov.uk/school_transport

Special Educational Needs Service
Peoples Directorate
Building 5, Woolsthorpe Depot
Woolsthorpe Close
Nottingham
NG8 3JP

Telephone: 0115 876 4300

Email: special.needs@nottinghamcity.gov.uk

Web: www.nottinghamcity.gov.uk/information-for-residents/education-and-schools/special-educational-needs-service/

The Travel Centre
Nottingham Tourism Centre
Smithy Row
Nottingham
NG1 2BY

Telephone: 0115 876 1300

Email: public.transport@nottinghamcity.gov.uk

Web: <https://www.thetram.net/>

Nottingham City Transport
NCT Travel Centre
South Parade
Old Market Square
Nottingham
NG1 2JS

Telephone: 0115 950 6070

Email: travelcentre@nctx.co.uk

Web: www.nctx.co.uk

RELEVANT LEGISLATION

Nottingham City Council's home to school travel and transport policies and arrangements are made in accordance with the following legislation and statutory guidance:

The Education Act 1996, as amended by the Education and Inspections Act 2006.

The Transport Act 2000.

Equality Act 2010.

Published Guidance

The Department for Education and Skills has issued 'Home to School Travel and Transport Guidance' copies of which can be found at:

<http://publications.education.gov.uk/>