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Home to School Transport Policy 2021-2022

Including Pupils with Special Educational Needs and/or Disabilities (SEND)

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SECTION ONE - INTRODUCTION

Parents/carers are legally responsible for ensuring their child's regular attendance at school. In some cases the local authority has a duty to support parents/carers with transport to school.

This policy document describes how the local authority interprets its duty and applies its powers in respect of home to school transport. The arrangements apply only to pupils resident in North East Lincolnshire, or deemed by legislation to be the responsibility of the local authority.

SECTION TWO - THE LEGAL FRAMEWORK

The following references represent a basis for the legal framework within which home to school travel and transport is provided:

The Department for Education 'Home to school travel and transport guidance: Statutory guidance for local authorities July 2014'.

The above guidance is issued under duties placed on the Secretary of State by sections 508A and 508D of the Education Act 1996 (the Act). It deals with sections 508A, 508B, 508C, 509AD, and Schedule 35B of the Act which were inserted by Part 6 of the Education and Inspections Act 2006 (the EIA 2006).

SECTION THREE - POLICY ON HOME TO SCHOOL TRANSPORT

A STATUTORY TRANSPORT

Primary aged pupils – The current duties regarding primary statutory / free transport are:

Age of pupil	School attended	Distance between home & school	Means-tested
Up to and including 7 years (pupils must be of compulsory school age or in a reception class)	Designated as serving the area in which they live or the nearest qualifying school*	More than 2 miles	No
8 Years and over	Designated as serving the area in which they live or the nearest qualifying school*	More than 3 miles	No
8 Years and under 11	Nearest qualifying school*	More than 2 miles	Yes. Pupil must be entitled to free school meals

Secondary pupils – The current duties regarding secondary statutory / free transport are:

Age of pupil	School attended	Distance between home and school	Means-tested
11 – 16 years	Designated as serving the area in which they live or the nearest qualifying school*	More than 3 miles	No
11 – 16 years	One of the three nearest qualifying schools*	More than 2 miles but less than 6 miles	Pupil is entitled to free school meals

Secondary schools attended on the Grounds of Religion or Belief.

The current duties regarding statutory / free transport in respect of pupils attending schools preferred by reason of a parents' religion or belief are:

Age of pupil	School attended	Distance between home & school	Means-tested
11 – 16 years (secondary)	The nearest school preferred by reason of a parent's religion or belief.	More than 2 miles but less than 15 miles	Pupil is entitled to free school meals

**Qualifying schools are: community, foundation or voluntary schools; community or foundation special schools; non-maintained special schools; pupil referral units; maintained nursery schools; or city technology colleges (CTC), city colleges for the technology of the arts (CCTA), including free schools and University Technical Colleges (UTC)15 or academies.*

Notes: Confirmed eligibility in respect of entitlement to free school meals or maximum level of Working Tax Credit will be for the full academic year for which the assessment has been made.

'Religion' is defined for the purposes of these duties as 'any religion', a broad definition in line with the freedom of religion guaranteed by Article 9 of the European Convention on Human Rights. It includes those religions widely recognised such as Christianity, Islam, Hinduism, Judaism, Buddhism, Sikhism, Rastafarianism, Baha'is, Zoroastrians and Jains. Denominations or sects within a religion can also be considered as a religion or religious belief such as Roman Catholics or Protestants within Christianity. The Equality Act defines 'Belief' as any religious or philosophical belief with a certain level of cogency, seriousness, cohesion and importance, and worthy of respect in a democratic society, and not be incompatible with human dignity or the fundamental rights of the pupil. Examples of beliefs are humanism and atheism.

B Travel Arrangements

Where a pupil is entitled to receive free home to school transport this is for the journey at the start and end of the school day. It does not include travel between education institutions during the day, or to placements other than those at which the pupil is registered.

In respect of free transport provided for low income households, the entitlement will be reviewed annually and withdrawn if the household no longer meets the criteria for free transport.

C Other Schools

The local authority recognises its obligations under the relevant legislation and statutory guidance to comply with parental preferences regarding choice of school. However, owing to the need to maximise the efficient use of resources, the local authority is only prepared to provide free transport in accordance with the policy criteria detailed above. The local authority considers that any other arrangement would lead to excessive expenditure and would prejudice efficiency in the provision of education and the use of resources.

In light of the above, parents/carers wishing to apply for places in schools other than those detailed above should do so knowing that free or concessionary transport will not be available, regardless of the distance involved. Although each pupil's application will be considered individually, in the absence of meeting the detailed criteria or exceptional circumstances relating to such applications, it is not anticipated that the local authority will be under any obligation to assist with the cost of transport involved.

D Special Educational Needs and/or Disabilities (SEND)

Pupils with special educational needs and/or disabilities who are unable to walk to/from school due to their SEND or mobility needs will be considered for transport support subject to their individual abilities and assessed needs.

E Post-16 Transport

There is no free or concessionary transport scheme for students attending school sixth forms or colleges. Students with SEND will be considered for free transport support subject to their individual abilities and assessed needs. The transport policy statement for students in post-16 education is reviewed annually and published by 31 May each year. For further information contact the Education Transport Team, Civic Offices, Knoll Street, Cleethorpes, DN35 8LN. Telephone: (01472) 326291 (Option 2), e-mail: schooltransport@nelincs.gov.uk.

F Nursery

The local authority recognises its obligations to ensure that nursery provision is available to all children who have attained the statutory age. It aims to ensure that there is provision accessible to the child's home. It is the responsibility of the child's parents/carers to make arrangements for the child to be accompanied whilst travelling to nursery provision. Hence any transport assistance to registered nursery/early education providers will only be granted where exceptional circumstances apply to the child.

SECTION FOUR - PROVISION OF FREE TRANSPORT ON THE BASIS OF A HAZARDOUS JOURNEY

The local authority has a duty to make transport arrangements for all children who cannot reasonably be expected to walk to nearest suitable school because the nature of the route is deemed unsafe to walk.

In considering claims by parents/carers of pupils who live within the statutory walking distances for free transport on the basis of a hazardous journey the following should be considered:

- (i) The age of the pupil, the nature of the route which s/he could reasonably be expected to take or alternative routes;
- (ii) Whether the pupil should be accompanied;
- (iii) If the answer to (ii) above is no, then normally there is no case for free school transport;
- (iv) If the answer to (ii) above is yes, then consideration may be given to the question - is the journey hazardous for the pupil when accompanied?
- (v) If the answer to (iv) above is no, then there is no case for free transport unless it is not reasonably practicable for the pupil to be accompanied by the parent/carer or any other responsible person;
- (vi) If the journey is hazardous when the pupil is accompanied then there is a case for free transport.

The parent/carer of a child is under a legal duty to bring about the attendance of the child at a school where that child is a registered pupil. There are various things which a parent/carer may have to do to bring about a child's attendance at school. The parent/carer must do those things which are reasonably practicable and which any ordinary prudent parent/carer would do. This may include accompanying the child in situations where it would be unsafe for the child to walk to school unaccompanied.

When considering a claim for free transport on the basis of a hazardous journey the following information is considered by the education transport team; the number and ages of the pupils concerned, the basis of the parent/carer's claim, alternative forms of transport available and an assessment of the route by the local authority's road safety engineer or an appropriately qualified officer.

The road safety engineer or appropriately qualified officer's report will state whether the route assessed meets the criteria of a safe walking route to school. The officers will always assume a pupil is being accompanied as necessary. Further information is available from the Education Transport Team, Civic Offices, Knoll Street, Cleethorpes, DN35 8LN. Telephone: (01472) 326291 (Option 2), e-mail: schooltransport@nelincs.gov.uk.

SECTION FIVE - FREE TRANSPORT GRANTED EXCEPTIONALLY

Permanently Excluded Pupils and Behaviour & Attendance Collaborative (BAC) Panel Decisions

Free transport may be granted for the pupil to travel to an alternative school, pupil referral unit or alternative provision of the local authority's choice and/or as determined by the Behaviour and Attendance Collaborative (BAC) Panel. The initial decision will be based on the statutory walking distance of two miles for pupils aged 7 years and under and three miles for pupils aged 8 years and above. This may be reduced to two

miles where the pupil qualifies under the low income criteria. Each case will be assessed taking into consideration the individual's needs and their particular circumstances, which will also determine the type of any transport support provided. Wherever possible, qualifying pupils will be issued with a bus pass.

Medical Transport

Pupils with a medical condition who are fit to attend school or the local authority's home tuition provision, but would be unable to attend because they are unable to walk or are unable to travel by their normal means of transport, may be considered for free transport whilst that condition persists. A written request for medical transport must be supported by a medical consultant/specialist. All cases of medical transport due to the exceptional nature of its provision will be reviewed on a minimum of a half-termly basis.

School Closures

Pupils attending schools which have been closed by the local authority may be provided with free transport to the new school designated as serving the area where they live. This decision and the maximum period for which it will apply are at the sole discretion of the local authority. However, the initial decision will be based on the statutory walking distance of two miles for pupils aged 7 years and under and three miles for pupils aged 8 years and above. This may be reduced to two miles where the pupil qualifies under the low income criteria.

SECTION SIX - ORGANISATION OF TRANSPORT

All home to school transport contracts shall be operated within the terms and conditions of the local authority's Standard Conditions of Contract for the transport of school pupils. A copy of these conditions can be obtained from the education transport team.

Types of Vehicles Used

The education transport team shall arrange for the use of trains, double-decker buses, coaches, minibuses, including specially adapted vehicles, Hackney Carriages, licensed private hire vehicles and private cars to facilitate the provision of home to school transport. The mode of travel selected for each pupil will be at the sole discretion of the education transport team.

Space Provided

The education transport team will attempt to provide a single seat for each pupil. The provision of a bus or rail contract ticket does not guarantee the holder a seat.

Pick Up Points

Pupils are expected to walk a reasonable distance to the transport pick-up point and a similar distance on their return from school. The pick-up points will generally be at marked bus stops or designated points in villages or lane ends. Pupils will be set down in an afternoon at the point where they were picked up. In the interests of road safety the local authority's road safety team or an appropriately qualified officer will be consulted if picking up points are changed or if complaints about the siting of pick up points are received.

Proof of Entitlement

All pupils entitled to free home to school transport that travel on contract vehicles will be issued with a travel permit and they must produce this permit when boarding the vehicle.

Changing Vehicles on Route

Wherever possible primary aged pupils will not be required to change vehicles during the journey. However, it is expected that pupils attending secondary schools who hold contract tickets may have to. Pupils who are fed into main routes from isolated areas may also have to change vehicles.

Journey Times

The education transport team will make all reasonable attempts to ensure pupils are travelling for the shortest period of time and in most cases arrive at school not more than ten minutes before the start of the school session time. In an afternoon transport will normally leave ten minutes after the end of the school session time. Whilst accepting in most cases pupils will be transported by the most direct route the local authority reserves the right to ensure its resources are used efficiently. Some pupils therefore may have a longer, indirect journey. In any case no journey shall be expected to be over one and a quarter hours.

Passenger Assistants (PAs)

PAs are not normally provided for pupils attending primary and secondary schools. If pupils require adult support, parents/carers may be asked to accompany their child/children.

Exceptions to the Provision of Free Transport

Free transport will not be organised for pupils staying after normal school session times for extra-curricular activities, pupils attending work experience placements and pupils attending nursery schools and units.

Transport Granted in Error

If the local authority grants free home to school transport in error it may withdraw the facility at the end of the academic year after giving one terms notice in writing to the parents/carers.

SECTION SEVEN - MONITORING OF THE PERFORMANCE OF CONTRACTS

The performance of all home to school transport contracts will be closely monitored by the education transport team to ensure efficient safe operation and that the local authority is receiving value for money. In the event of contractors contravening the Public Passenger Vehicles Act, Hackney Carriage or Private Hire Licence regulations made by the local authority, the education transport team will report the contravention to the relevant department of the local authority.

The education transport team will attempt to investigate all complaints in line with the local authority's complaints procedure about all home to school transport it organises as quickly as possible.

SECTION EIGHT - TRANSPORT ARRANGEMENTS SPECIFIED FOR CHILDREN WITH SEND.

A Introduction and Legal Framework

The Special Educational Needs and Disability (SEND) Code of Practice: 0 to 25 years provides advice to local authorities, schools and other agencies.

Transport support should be recorded in the Education Health Care Plan (EHCP) only in exceptional cases, where the pupil has particular transport needs. Travel and transport support, if required, would only be considered to the nearest suitable school that could meet the pupil's needs. The parents/carers' or young person's preferred school might be further away from their home than the nearest school that can meet the pupil's special educational needs. In such a case, the local authority may name the nearer school, academy or college if it considers it to be appropriate for meeting the pupil's special educational needs. If the parents/carers prefer the school, academy or college that is further away, the local authority may agree to this but is able to ask the parents/carers to provide some or all of the transport funding.

Where the local authority names a residential provision at some distance from the family's home, the local authority must provide reasonable transport or travel assistance; the latter might be reimbursement of public transport costs, petrol costs or provision of a travel pass.

B Eligibility

The issuing of an EHCP does not automatically mean that transport assistance will be provided. A decision to provide transport assistance will be based on evidence from the child's statutory assessment of education, health and care needs.

Annual reviews must take transport provision into consideration and the local authority will make any changes where necessary, which may be as a result of changes in the pupil's needs. Any interim changes in circumstances may also result in a change in eligibility for transport assistance. It should be noted that once a pupil is eligible for transport, there is no guarantee that they will continue to be eligible in the future. Throughout the pupil's school life there will be emphasis on building their independence where appropriate.

The SEND Code of Practice 2014 advises that transport should only be specified in the EHCP in exceptional circumstances. The local authority will consider the following factors:

- The special educational needs of the pupil;
- The age of the pupil;
- The distance of the pupil from home to school;
- Whether the walking route is appropriate for the pupil;
- Whether the pupil has physical, medical, behavioural or a social communication or any other difficulty that would exclude them from accessing public transport;
- The efficient utilisation of resources

The above list is for guidance only and satisfaction of any one or more criteria will not be conclusive. Each case will be determined on its merits.

C Pre-School Aged Children

Children under statutory school aged attending nursery/school who have an EHCP will not normally qualify for transport assistance. However, the local authority recognises that exceptional circumstances can apply which may make transport essential. Each case will be determined on its merits.

D In Authority Special Schools

Attendance at a special school does not automatically entitle a pupil to transport assistance. The above factors will apply.

E Out of Authority Special Schools

In the case of a pupil with an EHCP who attends a residential school named in the plan as the appropriate school, parents/carers will be eligible to claim for reimbursement of travelling expenses incurred whilst taking their child to and from the school. For termly boarders, claims may be made for up to six return journeys per term i.e. two visits per term. Where parents/carers wish to attend the child's annual review at the school this will not be in addition to the parental visit for the term. For weekly boarders, claims may be made for a maximum of two return journeys per week.

Where parents/carers are unable to provide their own transport, then appropriate transport may be provided. Parents/carers may be expected to escort their children to and from their residential placement.

F Weekend Visits to Out of Authority Special Schools

Pupils resident (i.e. for 50/52 weeks) in out of authority residential schools will be eligible to claim reimbursement for one weekend visit each term. This may take the form of travel expenses being paid to the child's parents/carers to enable them to visit the child's school, or to bring the child home for a weekend

G Transport Provision

The needs of each individual child are specific to the child and when organising home to school transport the education transport team will aim to meet those needs. In many cases where appropriate it will be expected that children will share transport to maximise cost effectiveness.

Modes of transport can include:

A walking Passenger Assistant (PA). In circumstances where it is necessary to provide support with the journey from home to school due to special educational needs, but the pupil lives within a reasonable walking distance of the school, the local authority may provide the pupil with a walking PA to ensure their safety whilst developing their independence.

Trains, double decker buses, coaches, minibuses, Hackney carriages, licensed private hire vehicles and private cars, the nature of which will depend upon individual needs and the efficient use of resources.

Special Facilities in Vehicle:

None, unless individual special or medical needs determine otherwise. Tail lift or ramps for wheelchairs if required. Facility to restrain wheelchairs to the floor of the vehicle and for securing wheelchair occupant. Except by prior arrangements only one item of hand luggage will be transported.

Maximum journey time for pupils travelling on a daily basis:

One and a quarter hours (75 minutes) but the age and the general health of each individual pupil will be taken into account. For pupils attending out of authority residential schools, journey times will be dependent upon attendance at the school deemed to meet their special educational needs and may exceed one and a quarter hours.

H Passenger Assistant provision:

If a pupil needs adult support/supervision, parents/carers may be expected to escort their children to and from school. In all cases the final decision on whether there should be the provision of a Passenger Assistant (PA) lies with the education transport team. If ancillary support is provided it is normally one PA per vehicle. However, this may be varied depending on individual needs of the pupils on that particular run. Pupils travelling on public transport will not be accompanied. Pupils with emotional and behavioural difficulties will not normally be accompanied unless requested by the head teacher or head of unit and agreed by the education transport team.

All PAs will have an “enhanced” DBS disclosure and carry an identification badge at all times. The provision and allocation of PAs to individual routes will be reviewed at the beginning of each academic year and at other times when the need arises. In all cases the final decision lies with the education transport team.

PAs are responsible for the care, supervision and reasonable behaviour of pupils whilst being transported to and from school in line with the school behaviour policy and should oversee the pupil’s conduct and safety in such a way that the driver is unhindered in his or her duties. They will not normally be expected to leave a vehicle to collect a pupil from their home or leave a pupil unsupervised in a vehicle. It is the parent/carer’s responsibility to accompany their child to the vehicle. However, discretion may be used if the parent/carers are genuinely unable to undertake this function themselves.

Should a PA find a parent/carer not at home when the pupil is taken home and they are unaware of an alternative address to take the pupil, they should contact the education transport team for further instructions.

PAs may be expected to convey written messages, money or medication between parents/carers and the school. Guidance and training including emergency aid, where appropriate, shall be provided to PAs by the local authority. More specialist training may be given if required.

It is the responsibility of the PA to report immediately to the education transport team any irregularities or changes concerning the operation of the home to school transport route on which they are travelling.

I Pupils and students with special needs and/or disabilities (SEND)

- (i) Pupils with an EHCP attending a maintained school will be provided with transport in line with the authority’s policy for Post-16 Transport.
- (ii) For students with SEND the education transport manager will consider applications for transport support to further education colleges, schools and specialist establishments, subject to annual review. The Home to College 16 – 19 Transport Policy is reviewed annually and published by 31 May each year. For further information contact the Education Transport Team, Civic Offices, Knoll Street, Cleethorpes, DN35 8LN. Telephone: (01472) 326291 (Option 2), e-mail: schooltransport@nelincs.gov.uk.
- (iii) Where funding has been approved for the young person to attend a full-time residential placement at a special educational needs establishment, parents/carers

may apply for a reimbursement of travel expenses. Reimbursement will be considered for a maximum of 6 return journeys each term. Further information is available from the Education Transport Team, Civic Offices, Knoll Street, Cleethorpes, DN35 8LN. Telephone: (01472) 326291 (Option 2), e-mail: schooltransport@nelincs.gov.uk.

J General

Information to Parents

The education transport team will advise parents/carers of children with special educational needs who are being transported, of the name and telephone number of the contractor (if applicable), the name of the passenger assistant (PA) (if applicable) and the name and office telephone number of the contact in the education transport team organising their child's transport. The leaflet "An Information Guide for Parents on Education Home to School Transport" is available online and in hard copy.

Parental Responsibility

Should a child be unable to walk, it is the parent/carer's responsibility to carry their child or take a wheelchair between their home and the vehicle. However, should a parent/carer genuinely be unable to undertake this function the PA may assist.

In some cases it may not be possible to pick-up/drop-off at the home address. In these cases the local authority will designate a pick-up/drop-off point near the home address. It is the parent/carer's responsibility to accompany their child to the agreed pick up point in the morning and collect them in the afternoon. If the parent/carer considers that the child does not need to be accompanied they must provide written confirmation to the education transport team for consideration.

It is the parent/carer's responsibility to advise the education transport team of an alternative address to be used in an emergency and/or advise of any changes which may affect their child's transport (such as a change of address).

Independent Travel Training

The education transport team employs two part-time independent travel trainers. The role of the trainers is to promote independence and maximise the opportunities for young people with learning difficulties and/or disabilities by providing them with the skills and confidence to travel independently. The scheme is primarily aimed at those young people in receipt of local authority education transport support and either already in post-16 education or in years 10 and 11 at school. Referrals are invited from parent/carers, schools, colleges and other agencies, who have regular contact with the young person and who are able to provide details of the young person's needs and abilities. For further information contact the Education Transport Team, Civic Offices, Knoll Street, Cleethorpes, DN35 8LN. Telephone: (01472) 326291 (option 2), e-mail: schooltransport@nelincs.gov.uk .

Work Experience Placement

Transport to work experience placements will not normally be provided. However, consideration will be given under exceptional circumstances to the provision of transport to a work experience placement for a pupil with SEND if the pupil would be unable as a result of his or her SEND to take up the placement unless transport was provided.

Respite Care

Some children with special educational needs for whom transport is being organised are allocated a placement away from home to allow their parents/carers a period of respite. The necessary transport to and from school from the placement (instead of home) may be arranged by the education transport team. It is the responsibility of the pupil's social worker to make the initial referral so that arrangements for transport can be made.

Home to School Transport Contract Length

Home to school transport contracts for pupils/students with SEND will be for a period of not more than three years. Although it is accepted that continuity of a home to school/college contractor is good practice, it is very rare that a contract route remains constant for its full period. Changes may need to be made to the contracted route, the contractor or both.

SECTION NINE - REMOVAL OF TRAVEL ARRANGEMENTS

The Department for Education (DfE) expects each school/college to promote appropriate standards of behaviour by pupils on their journey to and from school/college through rewarding positive behaviour and using sanctions to address poor behaviour. The EIA 2006 empowers head teachers to take action to address unacceptable behaviour even when this takes place outside the school premises and when pupils are not under the legal control of the school, but when it is reasonable to do so. This may include behaviour on school buses, or otherwise on the route to and from school, whether or not the pupils are in school uniform.

Local authorities have adopted a policy of withdrawing transport, either for a temporary period, or permanently for more serious or repeated cases of misbehaviour. Equally, the behaviour of pupils outside school can be considered as grounds for exclusion. This will be a matter of judgment for the head teacher. Local authorities might also consider that PAs are necessary to ensure safety of pupils/students on buses and can stipulate the provision of suitable PA in their tender documents.

Any incidents of misbehaviour on home to school/college transport must be reported by the operator/PA to the head teacher of the school/provision attended by the pupil/student(s) concerned and the education transport team at the earliest opportunity. This will be dealt with under normal school discipline as agreed with the transport provider and outlined in the school/college's behaviour policy.

The local authority in partnership with the school/college may consider withdrawing the provision of home to school/college transport where it is considered that a pupil/student has demonstrated serious or regular misbehaviour whilst using that transport so as to put at risk:

- (i) the driver of the vehicle; or
- (ii) other passengers; or
- (iii) used threatening or violent language; or
- (iii) damage to the vehicle.

The withdrawal of home to school/college transport will be :

A Temporary – this is defined as a specified number of weeks; or

B Permanent – this is defined as the remainder of the academic year

The withdrawal of home to school/college transport (either temporary or permanent) on a particular pupil/student shall not imply that travel arrangements were not necessary and should not be provided. The withdrawal would be saying travel arrangements were necessary and had been made, but that the pupil/student's behaviour was such that they cannot take advantage of it.

Parents/carers will be informed in writing of any such incident outlining any action to be taken. If a pupil/student causes damage on a vehicle this could result in the requirement to pay for any damage caused.

The local authority recognises the obligation of home to school/college contractors to the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990. However it feels that on no account should a pupil/student be put off a vehicle at a point other than the pupil/student's school/college or normal set down point.

There is nothing in this policy to prevent the operator of a commercial service to exclude a pupil/student if they demonstrate poor behaviour as set out above.

SECTION TEN - REVIEW OF DECISIONS

Review of decisions/appeals procedure

In accordance with DfE statutory guidance any parent/carer who makes an application for free home to school/college transport under the provisions set out in the local authority's policies and the application is refused will have the right to have their case reviewed in accordance with the following two-stage review/appeals procedure:

Stage one: Review by a Senior Officer

- A parent/carer has 20 working days from receipt of the local authority's home to school/college transport decision to make a written request asking for a review of the decision.
- The written request should detail why the parent/carer believes the decision should be reviewed and give details of any personal and/or family circumstances the parent/carer believes should be considered when the decision is reviewed.
- Within 20 working days of receipt of the parent/carer's written request a senior officer reviews the original decision and sends the parent/carer a detailed written notification of the outcome of their review, setting out:
 - the nature of the decision reached;
 - how the review was conducted (including the standard followed e.g. Road Safety GB21);
 - information about other departments and/or agencies that were consulted as part of the process;
 - what factors were considered;
 - the rationale for the decision reached; and
 - information about how the parent/carer can escalate their case to stage two (if appropriate).

Stage two

- A parent/carer has 20 working days from receipt of the local authority's stage one written decision notification to make a written request to escalate the matter to stage two.
- Within 40 working days of receipt of the parent/carer's request an independent appeal panel considers written and verbal representations from both the

parent/carer and officers involved in the case and gives a detailed written notification of the outcome (within 5 working days), setting out:

- the nature of the decision reached;
- how the review was conducted (including the standard followed e.g. Road Safety GB);
- information about other departments and/or agencies that were consulted as part of the process;
- what factors were considered;
- the rationale for the decision reached; and
- information about the parent's right to put the matter to the Local Government Ombudsman (LGO) (see below).

The independent appeal panel members should be independent of the original decision making process (but are not required to be independent of the local authority) and suitably experienced (at the discretion of the local authority), to ensure a balance is achieved between meeting the needs of the parents/carers and the local authority, and that road safety requirements are complied with and no child/young person is placed at unnecessary risk.

There is a further right of complaint to the Local Government Ombudsman (LGO). However, complaints should only be submitted to the LGO where the complainant considers that there was a failure to comply with the procedural rules or if there are any other irregularities in the way the appeal has been handled. If the complainant considers the decision of the independent panel to be flawed on public law grounds, the complainant may also apply for judicial review.

Requests for a review/appeal should be addressed to the Education Transport Manager, Civic Offices, Knoll Street, Cleethorpes, DN35 8LN. Telephone: (01472) 326291 (Option 2), e-mail: schooltransport@nelincs.gov.uk.

SECTION ELEVEN - USEFUL CONTACTS

Name & Address	Contact	Web site
Education Transport Civic Offices, Knoll Street Cleethorpes DN35 8LN	Tel (01472) 326291 (Option 2) E-mail: schooltransport@nelincs.gov.uk	North East Lincolnshire Council school transport
Special Educational Needs Assessment and Review Team (SENART) Civic Offices Knoll Street Cleethorpes DN35 8LN	Tel: (01472) 326291 (Option 3) E-mail: sen@nelincs.gov.uk	North East Lincolnshire Local Offer
Stagecoach Grimsby Victoria Street GRIMSBY DN31 1NS	Tel: 0345 605 0 605	Stagecoach bus company

Background Information

Document Purpose	To set out the local authority's provision of school transport and eligibility criteria that applies.
Author	Education Transport Manager, Access Services, Education Services, schooltransport@nelincs.gov.uk
Subject	Home to School Transport

Review Date	Amendments made	By Whom (name/job title)	Stakeholders Approval (Name, Job title/Organisation)
Feb 2012	Updated Directorate and template	D Ferguson Strategy and Planning Officer	N/A
Jun 2012	Refreshed for 2013-2014 academic year. No material change to content.	J Oliver School and Student Access Manager	N/A
Apr 2013	Refreshed for 2014-2015 academic year. Review/appeal information revised. No material change to policy.	J Oliver Education Transport Manager	N/A
July 2014	Revised 2014-2015 to include reference to Education Health and Care Plans and update Education Transport contact information. 2015-2016 Policy	J Oliver Education Transport Manager	N/A
July 2015	Refreshed for 2016-2017 academic year. No material change to content.	J Oliver Education Transport Manager	N/A
August 2016	Refreshed for 2017-2018 academic year. No material change to content.	J Oliver Education Transport Manager	N/A
May 2017	Refreshed for 2018-2019 academic year. Minor changes to text. Added a reference to government's intention to extend free transport for low income families to selective schools (Spring budget 2017)	J Oliver Education Transport Manager	N/A
August 2018	2019-2020 refresh.	J Oliver Education Transport Manager	N/A
February 2020	Accessibility checked	J Oliver Education Transport Manager	N/A
February 2020	Refresh for 2020-2021	J Oliver Education Transport Manager	N/A
May 2021	Refresh for 2021-2022	J Oliver Education Transport Manager	N/A