

Post-16 Transport Policy Statement 2026/27

1. Introduction

Buckinghamshire Council has a duty to prepare and publish an annual Post-16 Transport Policy Statement by 31 May each year. This statement specifies the arrangements for transport that the Council considers it necessary to make to facilitate the attendance of sixth form age students receiving education or training. The statement is published in line with the statutory duties under the Education Act 1996, including s.509AA and s.509AB and takes into account the Department for Education statutory guidance – [Post-16 transport to education and training](#), January 2019.

This Post-16 Transport Policy Statement has been informed by national home to school transport research and the Council's financial and demand forecasts.

Buckinghamshire Council's Post-16 Transport Policy Statement provides information on the travel and transport arrangements available to young people who are above statutory school age, which ends on the last Friday in June in the academic year in which they turn 16.

The Council's ambition is that every student in the county achieves their full potential. We are committed to ensuring that those aged 16 and over (including those with Education, Health and Care Plans up to the age of 25) have access to educational opportunities at school, college or other education settings. Part of this ambition is for as many students as possible to travel independently using a sustainable form of transport.

This Statement applies to any student who is living in Buckinghamshire. Students who do not live in Buckinghamshire should refer to the Transport Policy and Statement issued by their home Local Authority.

In this policy statement we have referred to children of statutory school age (5-16 years) as "pupils", and those over statutory school age as "students".

2. Consultation

In preparing the Post-16 Transport Policy Statement the local authority consulted with the following stakeholders:

- any other local authorities it considers appropriate (e.g. cross border transport)
- governing bodies of schools and Further Education institutions
- the appropriate transport administration body for the area
- persons who will be of sixth form age at the time of the Transport Policy Statement and their parents/carers
- other bodies including education and training providers; higher education institutions, transport companies and authorities operating in the locality; public sector bodies; community groups; voluntary organisations and groups/organisations with an interest in disability issues should also be consulted where appropriate

Where there are changes proposed this statement is consulted on each year prior to publication by 31 May.

3. Travel Assistance

Students are now required to be in education, employment or training until their 18th birthday, which could involve staying in full-time education in school/college, starting an apprenticeship, or spending 20 hours or more a week working or volunteering while in part-time education or training. There has not, however, been any change to compulsory school age which ends at the end of the academic year in which the student turns 16.

Under the current law, there is no automatic entitlement to Council funded transport from home to school or to another educational setting once a student is 16 and over. However, the Council is required to facilitate the attendance of all those of sixth form age i.e. those students over compulsory school age who started their programme of learning before their 19th birthday. This may involve travel assistance, but the Council does not need to provide this assistance free of charge. Responsibility for attendance lies with the student and their parents/carers.

Where a student with SEND starts a new course at aged 19 or older and is assessed by the SEND service as eligible for Council-funded travel assistance, any travel assistance which is necessary to facilitate attendance must be free of charge i.e. fully Council funded, as they are Adult Learners. Please see section 9 for more details.

4. Fares, Passes and Travel Cards

4.1 Bus and Rail Operators in Buckinghamshire

Public buses and trains

Most bus and rail transport operators in Buckinghamshire offer special tickets for students. Travel operators set their fares and routes independently of the Council. Before travelling please contact the travel operator direct for up to date route and fare information.

- [Arriva](#) offer daily, weekly, monthly and annual Student Saver tickets on their bus routes. Students are entitled to a student discount on production of a valid student card i.e. a National Union of Students (NUS), International Student Identity Card (ISIC), or College ID card.
- [Chiltern Railways](#) offer weekly season tickets as well as for any period between a month and one year.
- [Carousel Buses](#) offer daily, weekly, monthly and other time period zone tickets.
- [Redline Buses](#), [Red Rose Travel](#) and [Red Eagle](#) offer daily, weekly, 4 weekly and other time period zone tickets. They also offer a range of termly and annual student passes.

Please see [our buses and trains webpage](#) for information about public buses and trains in Buckinghamshire.

16-25 Railcard and 16-17 Saver

[16-25 Railcards](#) give people aged between 16 and 25 one-third off most off-peak rail fares. For all journeys made between 4:30am and 10am Monday to Friday a minimum fare of £12 is payable.

The [16-17 Saver](#) gives 16 and 17 year olds 50% off most rail fares every day of the year with no time restrictions and no minimum fare. There are some tickets and routes where the 16-17 Saver cannot be used.

Yoti CitizenCard

Buckinghamshire residents aged 16 and 17 can get discounted bus travel with a [Yoti CitizenCard](#). This proof of age card allows you to travel on most buses within Buckinghamshire for a reduced single fare.

The Yoti CitizenCard is available via Buckinghamshire schools and colleges or from [CitizenCard's website](#).

The card is only valid for journeys after 9am on weekdays and all day at weekends and bank holidays. This option may not be suitable for journeys to schools or educational settings as the card is not valid for use until after the normal school day starts.

Disabled person's bus pass

Buckinghamshire residents who meet the eligibility criteria can apply for a disabled person's bus pass to travel for free on public buses in Buckinghamshire from 9am to 11:59pm, Monday to Friday and all day at weekends and bank holidays. Find out more and [apply for a disabled person's bus pass](#) on our website.

Other transport providers

Other transport providers may offer discount schemes. [Contact them](#) direct for details.

School day public bus timetables

For details on school day public bus timetables please visit [our bus timetables webpage](#).

4.2 Travel Schemes offered by colleges

The following colleges operate their own travel schemes. Please contact the colleges directly for further information and to buy a ticket on their services.

- [Buckinghamshire College Group](#) (campuses at Aylesbury, Wycombe & Amersham)
- [Berkshire College of Agriculture](#) (BCA)
- [Henley College](#)

Other colleges may be able to assist with transport or transport costs. For further information please contact the student services department of the college.

4.3 Spare Seats Scheme for Post-16 Students

The Council contracts with companies to provide school bus transport for pupils who are eligible for Council funded transport. At the Council's discretion spare seats on these vehicles may be sold if there are seats remaining after the allocation of seats to eligible pupils have been made. More information about the Council's [Spare Seat Scheme](#), including detailed [terms and conditions](#) of the scheme, are published on our website.

Spare seats on Council provided transport are extremely limited, seats are offered at the Council's discretion, and the Council may not offer spare seats every school year. All purchased seats are subject to the seat being withdrawn with 5 working days' notice if it is required for a pupil who is eligible.

The travel pass provided for this transport is the responsibility of the student. If your travel pass provided by the Council is lost or stolen, you or your parent/carer will need to contact us online to [request a replacement](#) quoting a valid student reference number, name, address and date of birth. An administration charge will apply.

5. Students with Special Educational Needs and Disabilities (SEND) aged 16-19

5.1 Criteria for travel assistance for students with SEND

There is no automatic entitlement to transport assistance. To qualify for travel assistance from the Council, the following criteria must be met:

- The student has an Education, Health and Care Plan (EHCP) with a named school/s or educational setting/s, and
- The student is attending the nearest suitable school or educational setting to their home address as named in the EHCP, and
- The student is unable due to their Special Educational Needs, disability or mobility difficulty to use public/college provided transport independently, and
- The programme of learning is full-time (i.e. at least 540 plus guided learning (planned and funded) hours per year), and
- The student lives more than 3 miles walking distance from the school or educational setting as measured by the Council, or they are unable to walk the distance because of their Special Educational Needs, disability or mobility difficulty.

Travel assistance is based on travel from the home address, as defined in the Home to School Transport Policy, to the educational setting(s) named in Section I of the Education, Health & Care Plan.

As students build their travel independence their transport provision may change. Transport will be discussed at EHCP annual review meetings. Eligibility for travel assistance for post-16 students with EHCPs is reassessed by the SEND service annually.

6. Travel assistance available for students with Special Educational Needs and Disabilities aged 16-19

Each year eligibility for travel assistance is reassessed for students with SEND aged 16-19. Eligible students with SEND aged 16-19 need to reapply for travel assistance each academic year. The Council will write to eligible students/their families during the summer term with details of how to reapply for travel assistance for the next academic year.

The Council consider a Personal Transport Budget to be a suitable offer for most families of students who are eligible for travel assistance. Families can apply for a Personal Transport Budget which allows them to make arrangements for the student themselves. If the Council and parent/carer agree that a Personal Transport Budget is not suitable, transport can be arranged by the Council for an annual fee for students

with SEND aged 16-19 who are eligible for travel assistance. The fee is a fixed contribution to the cost of the transport provided.

The [applicable fees](#) are set out on our website.

Eligible students, or their families, who pay the annual fee for transport arranged by the Council will be allocated transport that is appropriate to their assessed needs. Post-16 SEND transport will be shared unless that would not be suitable with the student's travel needs, or there are no other students travelling on a similar route. All solo taxi arrangements are reviewed at least annually.

The Council recommend that families investigate all alternative transport to the student's educational setting, as the fee for Council arranged transport may be more expensive. For example, a ticket on college provided transport may be cheaper and will help the young person to develop their travel independence.

6.1 Personal Transport Budgets

A Personal Transport Budget allows young people and their families to have the freedom and flexibility to make their own travel arrangements rather than travelling on transport organised by the Council. A Personal Transport Budget is awarded at the Council's discretion. It is a sum of money to support the student to travel from home to their school or educational setting. A Personal Transport Budget is not a short-term alternative while a transport application is being processed.

A Personal Transport Budget could be used in many ways, including:

- to pay for fuel and/or running costs on a family vehicle that is used to transport a student to school/educational setting
- lease a vehicle if the family don't have one
- paying for a shared taxi with other pupils or students
- paying for another person to take a sibling to school to free a parent/carer up to transport the student with SEND
- buying travel passes for other children in the family so that they can travel to and from school, allowing the parent/carer to transport the student with SEND
- paying for childcare for another child to allow a parent/carer to take the student with SEND to school/educational setting
- working with the school to join up transport options with other parents (e.g. car share), encouraging a sense of community

The above list is not exhaustive. All eligible students for whom a Personal Transport Budget request is made will have their application assessed. We will take into consideration any cost to the Council of arranging the transport and will make a best value assessment based on the cost of council arranged transport as well as the specific needs of the student.

A Personal Transport Budget is paid on the assumption that students attend a full-time programme of learning that is at least 540 guided learning (planned and funded) hours per year. If a student receives a Personal Transport Budget part way through the school year, or attends education on a part-time basis, the total payment is adjusted to account for the reduced amount of time that a parent/carer is responsible for transport arrangements.

Conditions of use for Personal Transport Budgets

If a parent/carer uses the Personal Transport Budget to employ someone (e.g. for childcare), then they will be responsible for complying with relevant rules regarding Tax and National Insurance, Employment Law, Insurance, Health and Safety or any other relevant rules or legislation in force at that time. In addition, the parent/carer would be responsible for carrying out any Disclosure and Barring Service (DBS) checks on anyone that they employ.

Similarly, if a parent/carer uses the Personal Transport Budget to enter into contracts with organisations e.g. after school/extra-curricular clubs, or individuals, the parent/carer would be responsible for complying with the terms and conditions of those contracts. This may include payment arrangements or notice of cancellation.

Personal Transport Budgets cannot be used in the following circumstances:

- to buy or utilise space on transport services from the Council
- for any purpose that does not enable the student to travel to/from the school/educational setting
- to travel to activities other than the educational setting, for example work experience
- for any activity that is illegal, unlawful, or unsafe
- for other purposes that may bring the Council into disrepute

To apply for a Personal Transport Budget the student will need to:

- live within the area where Buckinghamshire is the local council
- have an Education, Health and Care Plan
- attend the school/s or education setting/s outlined in the Education, Health and Care Plan
- comply with the eligibility criteria described in section 5

All children with an Education, Health and Care plan in the same family would be considered when agreeing the amount awarded via a Personal Transport Budget. There may be some circumstances where it is appropriate for a family to have one child travelling on Post-16 SEND Council arranged transport (and paying an annual fee), while another child has a Personal Transport Budget. Where this is an appropriate arrangement, this would be discussed with the family. Where a student attends more than one educational setting, their eligibility for a Personal Transport Budget to each setting will be assessed separately.

Regular and proportionate checks will be carried out to ensure that Personal Transport Budgets are used appropriately, in accordance with the Council's Personal Transport Budget agreement with the parent/carer.

A Personal Transport Budget may be withdrawn in some circumstances or a reduction in the payment amounts made, including if:

- a student's attendance falls below 90% (this aligns with the government definition of "Persistent Absence" in school-age children which is an absence rate of 90% and below). It would be recognised that attendance for some students may be affected by their medical needs, and the details and evidence of this will be taken into consideration in determining whether to withdraw, reduce or reclaim a Personal Transport Budget.
- a student regularly arrives late at school/college in the mornings or in an unfit state to learn
- a Personal Transport Budget is not being used appropriately
- it is not cost-effective for the Council to continue providing the Personal Transport Budget
- it has been assessed that the student is no longer eligible for travel assistance
- there is a change to national legislation and/or the Council's policies

Agreeing the amount of Personal Transport Budgets

To determine the appropriate Personal Transport Budget amount the following factors, alongside discussion with the family, will be considered:

- the special educational needs and disabilities of the student
- the travel distance as measured by the Council
- how the student might travel to their educational setting
- the time the journey takes
- whether the student is able to travel alone or if they need to be accompanied
- the age of the student
- whether any specialist equipment might be required

The standard amount that would be awarded with a Personal Transport Budget is 45p per mile, using the shortest road distance as measured by the Council's transport software system. The cost of two return journeys per day of attendance at their educational setting (i.e. all four legs of the journeys) would be included in the Personal Transport Budget amount. Any variation to the standard amount will be considered as part of the student's travel assessment. As a Personal Transport Budget can be used in many ways there is no expectation that the parent/carer will use the same route as measured by the Council.

There might be circumstances where a Personal Transport Budget is not appropriate. This could include where the Council can arrange transport at a lower cost and would take into account the specific needs of the student. This will be assessed as part of the application process. The Council will make the final decision based on all the available information.

More detailed information can be found on our [Personal Transport Budgets webpage](#).

6.2 Mileage Allowance for students with SEND

Personal Transport Budgets have replaced mileage allowances. However there may be exceptional circumstances where a mileage allowance could be offered on a temporary basis. These are assessed and offered to parents/carers on a case by case basis.

6.3 Council arranged transport for an annual fee

If the Council and parent/carer agree that a Personal Transport Budget is not suitable, transport can be arranged by the Council for an annual fee for students with SEND aged 16-19 who are eligible for travel assistance. The [annual fee structure](#) is reviewed each year and is set out on our website.

The fee is based on the number of days per week that the student travels, as stated on their transport application form. The fee for weekly boarders will be based on two travel days per week. For all other boarders, a minimum charge will apply equal to one travel day per week, including students in 38 or 52 week placements.

The fee is a fixed contribution to the cost of council arranged transport. The full fee applies regardless of when council arranged transport starts within the academic year.

Payment arrangements must be made at the same time as applying for council arranged transport. The Council will not set up the student's transport until the student / their family arrange to pay the fee. It may be possible to arrange transport for extra days for an increased fee.

In some cases, transport may not be in place at the start of the academic year due to the:

- high number of applications being processed
- late publication of examination results in August
- late notification to the Council of the Post-16 student's college timetable

Parents/carers are responsible for the student's attendance at their educational setting while transport is being arranged.

After council arranged transport has started, any non-payment will result in the withdrawal of transport. In these instances, parents/carers will be given 14 days to make payment. If payment is not made the parent/carer will be notified in writing of the date that transport will end. Transport will not be reinstated until any outstanding charges are paid.

Families who provide the required evidence of financial hardship may qualify for a reduced fee, as set out in 6.4. There is no reduction, refund or reallocation of the annual fee for any other reason.

More detailed information can be found on our [transport for post-16 students with SEND](#) webpage.

6.4 Help with travel costs

Where Council arranged transport has been agreed, families who are able to provide evidence of financial hardship can apply for a one-third reduction to the full annual fee.

To qualify for the reduced fee the application must include evidence of the household and that the household income is less than £21,000 before any deductions.

Household income is the combined income of all people living in a household, including their earnings, benefits, income from savings and investments, before taxes and deductions.

We will apply the full fee where reduced fee applicants do not provide the requested evidence within the required timeframe. The process to apply for the reduced annual fee and details of the evidence we require is [described on our website](#).

Families may wish to apply for financial support through the bursary schemes that are managed by schools and other educational settings. Any bursary awards granted by the school would be paid directly to the family. The family must notify the Client Transport team of any bursary award made by the school.

There are two types of bursaries which students are able to apply to for financial assistance. One of these is discretionary. These are described below.

The 16-19 Vulnerable Bursary Fund

A key Government priority is to close the gap in attainment between those from different economic backgrounds, and to ensure every young person participates in and benefits from a place in 16-19 education and/or training.

Bursaries for defined vulnerable groups are available up to £1,200 a year for the most vulnerable groups. This includes:

- young people in care
- care leavers

- young people claiming Income Support or Universal Credit because they are financially supporting themselves or supporting themselves and dependents
- young people receiving the following payments in their own right:
 - Disability Living Allowance OR Personal Independence Payment, as well as
 - Employment and Support Allowance OR Universal Credit

The bursary is paid if young people meeting the above eligibility criteria are in financial need. Applications are facilitated through the school or other educational setting which the student attends. Enquiries should be directed to the school or college.

Further information on the eligibility criteria for this bursary can be found on [GOV.UK: 16 to 19 bursary fund guide](#).

Discretionary bursaries

Discretionary funding may be available to support students to access education and training. This funding is managed locally, and schools and other educational settings can award this funding to any student who is facing genuine financial barriers to participation. Schools/educational settings set their own eligibility criteria and decide on how much is paid. They set their own conditions for students to meet to receive a discretionary bursary. This might include standards of behaviour or attendance.

To find out if you are eligible for a discretionary bursary, please contact your school or other educational setting.

Access to Work funding

For students following a supported internship, Access to Work is a discretionary grant scheme delivered by the Department for Work and Pensions (DWP) which can assist in paying for practical support to enable disabled people or those with health conditions to overcome workplace barriers.

For more information and details on Access to Work funding when following a supported internship, visit [Gov.uk](#).

Severe financial hardship

To support exceptional circumstances where families experience severe financial hardship, the Council has discretion through a panel review process to consider:

- delaying the payment period for the reduced annual fee
- reducing the annual fee further
- waiving the annual fee completely

The evidence required and process for applying for [a review due to severe financial hardship](#) is described on our website.

6.5 Circumstances where payments for transport are not required

In some circumstances transport is funded by the Council. These are:

- Students with Special Educational Needs and Disabilities who are Children Looked After

- Students who are in receipt of Continuing Health Care funding that covers their transport
- Students with Special Educational Needs and Disabilities who have started a new educational course since their 19th birthday - for these students transport to educational placements becomes funded until they turn 25 or leave education or training completely as Adult Learners

If a student is undertaking a course of learning which is clearly stated to have a number of modules eventually leading to one overarching qualification or certificate on completion of all the modules, then that would be one course. A new module of a continuing course of study is not classed as a “new” course.

7. Independent Travel Training

Independent Travel Training (ITT) programmes are delivered by some Buckinghamshire schools/colleges to support students as they transition to adulthood.

This training helps students develop the skills, confidence and knowledge they need to use transport safely. It covers topics such as road safety, personal safety, money management, journey planning and coping strategies, including:

- confidence in using buses or trains
- personal safety
- how to use timetables and buy tickets
- road safety, including how to cope with traffic on major roads
- what to do when things go wrong (e.g. the bus is late)

For some students ITT would not be appropriate due to their complex needs. Students can contact their school or college direct to ask whether they offer independent travel training.

8. Further information

8.1 Council arranged transport for students from the same household

For families with more than one student in the household with Special Educational Needs and Disabilities, e.g. siblings, who have transport organised by the Council, full payment is required for each student. This is the case regardless of whether they are travelling in the same vehicle or not.

8.2 Non-payment of fees

Payments are required for transport organised by the Council (except for the circumstances outlined in section 6.5).

As set out in section 6.3, payment arrangements must be made at the same time as applying for council arranged transport. The Council will not set up the student’s transport until the student / their family arrange to pay the fee.

After council arranged transport has started, any non-payment will result in the withdrawal of transport. In these instances, parents/carers will be given 14 days to make payment. If payment is not made the parent/carers will be notified in writing of the date that transport will end. Transport will not be reinstated

until any outstanding charges are paid. Outstanding charges may be referred to the Council's Credit Control team for recovery.

Transport will not be withdrawn while a review due to severe financial hardship is underway i.e. a Severe Financial Hardship review application form and all the supporting evidence has been submitted to the Council, and the application is being considered.

9. Support for students with SEND aged 19-25

There are additional responsibilities under Section 508F and Section 508G of the Education Act 1996 for the Council to provide transport for some students. These students must meet all of the following criteria:

- be an adult aged between 19 and 25 years with an EHCP
- live in the Local Authority area
- be attending:
 - a further education setting
 - an education setting maintained or assisted by the local authority and providing further or higher education (or both)
 - an educational setting outside the further and higher education sectors, where the local authority has secured education or training and/or boarding accommodation for that learner
- the nearest suitable educational setting must be named in the student's Education, Health and Care Plan
- the educational setting must be more than 3 miles away from the student's home address, unless the student is unable to walk that distance because of their SEND, even if accompanied, or the route is unsafe
- the student is unable due to their Special Educational Needs, disability or mobility difficulty to use public transport independently

Students who have been assessed by the SEND service as eligible for travel assistance will be allocated travel assistance appropriate to their assessed needs. This may be specialised if they require equipment to enable them to be transported.

Where a student with SEND starts a new course at aged 19 or older, any travel assistance is funded by the Council, as they are Adult Learners. Travel assistance to the educational setting would continue until the end of the academic year in which the student turns 25.

Eligible students with SEND aged 19-25 need to reapply for travel assistance each academic year. The Council will write to eligible students/their families during the summer term with details of how to reapply for the next academic year.

For advice on financial support to access higher education please contact Student Finance England on [0300 100 0607](tel:03001000607).

9.1 Mobility Component of DLA/PIP

Pupils/students aged 3 years and over with a special educational need or disability may be eligible for a mobility payment under the [Disability Living Allowance](#) (DLA) or [Personal Independence Payment](#) (PIP) schemes. Students that receive the higher rate mobility component may also qualify for the Motability Scheme. For further details please visit the [Motability Scheme website](#).

10. General Guidance

10.1 Transport during the school / college day

Travel assistance will not be provided outside of the timetable that has been pre-agreed by the Council.

Transport is only provided Monday to Friday. The only exception to this may be instances where weekend travel is required for students who are boarders at residential schools.

Transport is provided at the start and end of the normal school or college day. Transport will not be provided for journeys made during the school/college day.

Examples of circumstances where travel assistance will not be provided are:

- to enable students to undertake work experience, work placements, apprenticeships or traineeships (see below for more information on Supported Internships)
- to enable the student to attend any off-site provision arranged by the school/college
- to enable a dual registered student to attend a pupil referral unit
- to transfer the student between the main school/college site and a satellite site during the school's or college's normal day
- for induction, transition or taster days
- to take students home after extra-curricular activities or detentions
- for students who are taken ill at school/college to enable them to return home
- to enable students to attend medical or dental appointments

Transport will not be changed to accommodate examination timetables, or individual college/course timetables where transport is shared with other students.

In all of the above circumstances the school, college or parent/carer, as appropriate, must make their own arrangements and pay for transport.

Young people who are undertaking a [Supported Internship](#), where agreed by the Council and named in their EHCP, will have their transport eligibility assessed in line with the criteria set out in section 5.1.

10.2 Transport timing

Appropriate transport arrangements will be made based on the age and needs of the young person. Pick-up and drop-off times cannot be rescheduled to take into account other family commitments.

Parents/carers who are unable to be home at the specified pick-up and drop-off times and location will have to make alternative arrangements.

The pick-up/setting down point for students with SEND may be up to 1 mile from their home address.

Parents/carers are responsible for ensuring their child is at the pick-up point near their home and for accompanying their child to/from this point where required.

SEND transport guidelines are [published on our website](#).

11. Students without an Education, Health and Care Plan aged 19-25

Students without an Education, Health and Care Plan aged 19-25 may be able to receive travel assistance to their education or training setting. This will be dependent on factors such as the student being assessed as eligible under the Care Act 2014 and education forming part of the assessed need. Any travel assistance considered would be subject to the [Charging Policy for Non-Residential Services](#).

All enquiries about this travel assistance should be made through the [Community Reablement Team](#).

12. How to challenge a decision

Concerns about transport arrangements

Transport arrangements are based on the Council's assessment of the young person's individual transport needs and relate to how their transport is delivered. Examples include the type of vehicle, number of passengers, use of a passenger assistant.

If you have a concern about your transport arrangements, you should [contact the Client Transport Team](#) in the first instance. If your concern is not resolved, please see section 13 on How to make a Home to School Transport complaint.

If you are in financial hardship and are concerned about the annual fee, please see section 6.4 on help with travel costs.

Appeals about transport eligibility

Transport eligibility relates to whether the young person:

- has a legal right to have transport provided, or,
- meets Buckinghamshire Council's criteria for exceptional reasons to have transport provided.

The Council has a 2 stage appeal process for young people and parents/carers to challenge a decision about transport eligibility.

Stage 1 – Review by a senior officer/officer panel

Young people or their parents/carers have 20 working days to request a review of our decision about home to school transport eligibility. They should write to us, detailing why the decision should be reviewed, giving details of any personal/family circumstances, and including all supporting evidence to be considered for example, evidence from a medical professional. In most cases the young person or their parent/carer will be asked to complete a form for further information. They will receive an acknowledgement when we have received their written request for a review.

Students with EHCPs or their parents/carers should contact their named [Education, Health and Care Coordinator](#) or the SEND Service at ehcenquiries@buckinghamshire.gov.uk

All other students or their parents/carers should write to the Admissions and Transport Team using the [Admissions and school transport 'Contact us' form](#).

The decision will be reviewed by a senior officer or via the Transport Exceptions Panel. The Transport Exceptions Panel meet throughout the year and is made up of officers from Children's Services, the Client Transport team and the SEND Service.

Within 20 working days of receipt of their written request including all supporting evidence, the young person or their parents/carers will be advised in writing of the appeal decision.

Stage 2 - Review by an Independent Appeal Panel

Young people or their parents/carers have 20 working days from the receipt of our Stage 1 appeal decision letter to write to ask for it to be reconsidered at Stage 2, which is a review by an Independent Appeal Panel. Details of where to send the Stage 2 request will be included on the Stage 1 appeal decision letter.

Within 40 working days of receipt of the Stage 2 request, an Independent Appeal Panel will consider written and verbal representations from both the young person/their parent/carer and officers involved in the case. The Independent Appeal Panel will give a detailed written notification of the outcome within 5 working days of the panel meeting.

The Independent Appeal Panel is made up of trained volunteers who have experience of transport issues. These volunteers are independent of the Council.

Stage 3 - Complaint to Local Government and Social Care Ombudsman

Young people or their parents/carers can complain to the [Local Government and Social Care Ombudsman](#) only if they consider that:

- there was a failure to comply with the procedural rules
- if there are any other irregularities in the way the appeal has been handled

For further information please [contact the Admissions team](#).

13. How to make a Home to School Transport complaint

Any student, parent or carer wishing to make a complaint relating to Home to School Transport arrangements should complete the school transport '[Contact Us Form](#)'.

Formal complaints should be made through our [Feedback and Complaints Procedure](#).

14. Further Information and Key Contact Details

If you require further information or need help in making an appeal, please contact the relevant service as follows:

For students with EHCPs please contact your named [Education, Health and Care Coordinator](#) or the SEND Service at ehcenquiries@buckinghamshire.gov.uk

For all other students please contact the Admissions and Transport Team using the [Admissions and school transport 'Contact us' form](#).

For more information on school transport please visit [our website](#) and [the SEND Local Offer](#).

Additional Guidance

[Government guidance on Post-16 Transport](#)

[Further information on SEND travel and transport discounts on the Local Offer](#)