

North Somerset Council Home to School Travel Policy: Mainstream

1.0 Introduction

This is one of a suite of policies relating to home to school transport. The Policy is based on the statutory guidance produced by the Department for Education. It sets out the home to school travel assistance that North Somerset Council will provide for **children of statutory school age** (aged 5 to 16) resident in North Somerset.

This policy only covers students in education from reception year until year 11. There is a separate policy for students who are above the compulsory school age (16+) which can be found on the North Somerset Council Home to School Transport website.

1.1 Home to School Transport Principles

Home to School Transport provision is made by North Somerset Council in line with the following principles:

1. It is the legal duty of parents to ensure that their children attend school
2. North Somerset Council will assist with home to school travel assistance where a child qualifies for school transport.
3. Where provided, the primary purpose of home to school transport is to facilitate a child's attendance at school.

This policy outlines:

- Which children are eligible for home to school travel assistance
- How to apply for home to school travel assistance
- How to appeal a home to school transport decision
- North Somerset's Vacant Seat Payment Scheme
- The different types of home to school travel assistance that can be provided

The Local Authority will consider each individual application on its own circumstances.

2.0 Children who are eligible for free home to school transport

The following criteria will be used to determine eligibility for home to school travel assistance. An easy to follow flowchart can be found in Appendix A.

2.1 Statutory school age

Children must be between the age of 5 and 16. If your child is over 16 please refer to the Post 16 Policy on the North Somerset Council Home to School Transport webpage.

All children must now participate in education or training up to 18 years of age but this has not changed the statutory school age.

Children aged under 5 years of age, attending a reception class full time will be considered on an individual basis for travel assistance under our discretionary application process provided all other criteria are met.

2.2 Statutory walking distances

Travel assistance will be provided for:

- **Children under the age of 8** who attend their nearest suitable school where it is **more than 2 miles** from their home; and

- **Children aged 8 and over** who attend their nearest suitable school where it is **more than 3 miles** from their home.

Where a child receives travel assistance and turns 8 their entitlement for transport will be reassessed. You will not have to reapply for transport. Should travel assistance not be continued you will be notified in writing.

2.3 Unsafe walking route

Travel assistance will be provided to children **within the statutory walking distances** where children attend their nearest suitable school but **cannot walk there**, regardless of accompaniment, because the nature of the route means it would be unsafe to do so and there is no reasonable alternative route.

2.4 Extended Rights

Special rules about distance apply to children from low income families. This is to make family income less of a barrier to parental choice of schools. Your child will qualify for free home to school assistance if:

They are **entitled to free school meals**, or if you receive **the maximum amount of Working Tax Credit**, and:

- are **aged 8 to 10**, are attending their nearest suitable school and it is **more than 2 miles** from their home; or
- are **aged 11 to 16**, attend a school which is **between 2 and 6 miles** from their home and there are less than three suitable schools nearer to their home;
- are aged 11 to 16 and attend a school that is **between 2 and 25 miles** from their home that you have chosen on the grounds of **religion or belief** where there is no nearer suitable school. Where a child is eligible for extended rights to home to school travel assistance, their eligibility will be re-assessed at the beginning of each academic year therefore a new application must be submitted annually.

Please note that universal credit is replacing working tax credit. This policy will be updated in due course with the implementation of universal credit.

3.0 How will a child's eligibility for home to school transport be assessed?

3.1 Measurement of distance

Statutory walking distances (section 2.2) are measured electronically as the **shortest safe walking route** between the child's home address and the nearest school entrance.

For **extended rights** (section 2.4), the **2-mile limit** will be measured along the **shortest walking route** as above. The **6-mile and 25-mile upper limits** will be measured by the **shortest available road route**.

3.2 Safe walking routes

Walking routes are calculated between the child's home address and nearest school entrance. These are checked to ensure there are no particular hazards or dangers along the route. For example, if a child needs to walk an extended distance along a narrow road with no pedestrian provision, this may not be considered a safe route.

In determining a safe walking route to school or to a centralised pick up point, the council will review whether the route is safe if a child is **accompanied where necessary**. Safe walking

assessments are undertaken following **Road Safety GB** guidance. If taken to appeal, the panel will review on individual case basis.

Footpaths, bridleways and other pathways may comprise part of a child's walking route when considered safe.

3.3 Accompaniment

When assessing whether any child can reasonably be expected to walk to school, to a centralised pick up point and when assessing route safety, the council will consider whether the child can reasonably be expected to walk if accompanied. The expectation is that a child will be accompanied by a responsible adult where necessary.

Circumstances such as parental disability or where multiple siblings attend different schools will also be taken into account in whether a child can be accompanied. Please refer to the section titled 'applying for school transport' (section 5.0) for further information on **discretionary applications**.

The Local Authority are not responsible for the accompaniment of students to and from school.

3.4 Home Address

For the purposes of assessing a child's eligibility for home to school travel assistance, the home address is required.

The home address is their **current, permanent place of residence**.

Where a child has **more than one residence** (for example, if their parents live separately) their home address for the purpose of home to school travel assistance is the one at which they **spend the majority of time during the school week**.

Where a child who is eligible for home to school travel assistance moves home address, their eligibility will need to be reassessed, the Local Authority will need to be informed of the change. A student may no longer be eligible for travel assistance.

3.5 Nearest suitable school

Home to school travel assistance will normally only be provided to the child's **nearest suitable school**. The nearest suitable school for the purposes of home to school travel assistance is the nearest suitable school to their home address that is (or would have been) **able to offer them a place**. This is determined at the point of application by the Authority during the school admission process.

For secondary schools, the nearest school will be determined with reference to the home address and the council's determined areas for home to school transport. You can view a map on the [North Somerset Council website](#).

If your home address falls into the determined area for just one secondary school, then that will be treated as the nearest school, and you will receive travel assistance if you live further away than the statutory walking distance. Where an address falls within two determined travel areas, assistance may only be provided to the nearest of the two schools. Please note, these travel areas are determined by the Council and may differ from the geographical areas identified by schools or academies for their admissions policies.

Where a child does not attend their nearest suitable school, parents should be aware that the council may not have an obligation to provide home to school transport. Evidence

illustrating that the nearest school was not available or appropriate will need to be provided with any application for home to school transport. If a child is allocated a place at a school that is not the nearest suitable as a result of parental preference, travel assistance will not be provided.

4.0 How will home to school transport be provided?

There are several transport alternatives for eligible students. One of the following types of travel assistance may be offered where appropriate:

- A bus pass
- A rail pass
- Entitlement to travel on private hire coach or minibus
- Entitlement to travel in a taxi or other form of private hire vehicle
- Reimbursement for parents/carers via a personal travel budget (PTB)

The Local Authority reserves the right to determine the appropriate provision of transport that considers and meets the needs of an individual which together promotes sustainable means of travel wherever possible. Sustainable and active travel choices such as walking, cycling and using public transport services promote health benefits whilst in many cases, prepares students for the transition into sixth form, college and working life.

4.1 Quality and Compliance

The Integrated Transport Unit (ITU) commission transport from a range of operators which are monitored for quality and compliance with our terms and conditions.

4.2 Passenger Assistants (PA)

Passenger assistants may be provided for children who require continual support for safety and welfare reasons. The Local Authority recognise that some children have complex needs which may impact their journey. The Integrated Transport Unit will seek to provide a PA where this is deemed necessary, such that the needs can be safely met.

4.3 First Aid and Administration

The administration of first aid or medication will only be carried out in an emergency under guidance of a qualified medical professional.

The Local Authority will provide a suitable space on transport for any designated carers or a 1:1 health care assistant where this is deemed necessary, however the Integrated Transport Unit will not fund this provision.

Key expectations of what can be expected of a passenger assistant and the driver on school transport can be found in **Appendix B**.

4.4 Home to School Transport Journey times

Journey times are subject to influence from day to day traffic conditions and geographical restrictions. We always endeavour to meet the best practice guidance set out by Government. This states:

“As a general guide, transport arrangements should not require a child to make several changes on public transport resulting in an unreasonably long journey time. Best practice suggests that:

- The maximum each way length of journey for a child of primary school age to be 45 minutes

- The maximum each way length of journey for secondary school age 75 minutes,

For children with SEN and/or disabilities, journeys may be more complex and a shorter journey time, although desirable, may not always be possible.”

North Somerset Council seek to avoid extending routes unnecessarily and ensure travel arrangements are safe and reasonably stress free to enable children to arrive at school ready for a day of study. The total journey time is taken from when the child leaves the home address.

4.5 Home to School Transport Operational Times

Eligible children will be provided with travel assistance at the start of the school day and at the end of each day of school as determined by the school/academy's published term dates. Part time placements due to special needs and short-term arrangements for medical reasons will be taken into consideration on a case by case basis, each case will be determined on their own circumstances.

Where travel assistance is provided it remains the parent/carers responsibility to ensure their child's safety by making any necessary arrangements for their child/ren to be accompanied to and from a bus stop, a designated pick up/drop off point and during the journey if required.

4.6 Centralised Pick up Points

Many forms of travel assistance will operate from the home address of the student to school, however the Local Authority will seek to operate from designated pick up points where suitable. These will often be public bus stops or central locations within residential areas.

The suitability of a centralised pick up point will be determined at the point of application, taking into account the individual requirements of the child and by assessing any risks.

4.7 Personal Travel Budgets

A personal travel budget or parental mileage payment may be provided as a travel assistance offer. These will only be provided where the Integrated Transport Unit and the parent/carer mutually agree it as a more suitable arrangement.

Where any change to transport provision is made, the Council will endeavour to give as much notice as possible.

5.0 Applying for home to school transport

To complete an application form, parents/carers will need to follow the instructions on the home to school transport page on the [North Somerset Council website](#).

The application will be assessed by the Integrated Transport Unit to determine eligibility and travel provision.

Upon receipt of the application form, the Integrated Transport Unit will normally process the application within 20 working days. For more complex travel assistance needs these timescales may take longer. We will inform you in writing of the outcome of your application.

Your travel assistance offer letter will include detailed information regarding the type of transport your child will receive, the driving staff including any passenger assistants and what time the transport will arrive and depart school.

Parents and carers have the duty to disclose any information which may influence the travel support we provide. North Somerset Council will consider discretionary applications on a case by case basis.

6.0 Vacant seat payment scheme

North Somerset Council operate a scheme where vacant spaces on transport services are offered at a subsidised rate for students who are not eligible for travel assistance.

Vacant seats are allocated on a first-come, first serve basis and can be withdrawn at two weeks' notice if the seat is required for another child that is eligible for travel assistance, or if the seat is no longer available for any other operational reason.

To ensure fairness to all families, application forms for this scheme become available online and are accessible from council gateways from midday on the 31 July for the new academic school year. Applications are accepted from 9am on the 1 August, and all applications are time stamped once received. The application form will be on the [North Somerset Council website](#).

The charge for the vacant seat payment scheme can be financed in one payment or through an 8-month payment plan. The charge is reviewed annually and can be found within the council's published Fees and Charges document which is available to view on the North Somerset Council website.

Where the council identifies that an eligible seat has been vacant for a significant period of time (12 weeks) the student may be contacted, and the seat re-allocated to an unentitled paying student. If the eligible student subsequently wishes to reinstate their space on transport, they will need to write to the Integrated Transport Unit giving at least two weeks' notice. Spare seats on vehicles will be advertised on the home to school transport page of the website.

If payment for a vacant seat is not received, the council reserve the right to suspend the seat with one week's notice, pending review.

7.0 Managing Risks and Incidents

North Somerset Council takes safety extremely seriously and we will strive to ensure that any transport arrangements we make are safe for your child. It remains your responsibility to make any necessary arrangements for their child/ren to be accompanied to and from a bus stop, a designated pick up/drop off point and during the journey if required.

You can also help us to keep your child safe by:

- Helping to write the journey care plan for your child (see section 7.2 below)
- Keeping us informed about your child's needs and health; and
- Reporting any health and safety or safeguarding concerns promptly The Council will seek to use CCTV and audio recording on transport to help mitigate and manage risks and investigate incidents.

7.1 Behaviour

Poor behaviour on school transport can result in a range of problems, including endangering the safety of other passengers and road users. The council works closely with the operators, schools and parents to address incidents of unacceptable behaviour in line with the school's behaviour policy.

Poor behaviour on transport will be discussed in conjunction with the school, the operator and parents. Consideration may be given to withdrawing travel assistance on a temporary timescale or permanently in cases of more serious or repeated behaviour.

If consideration is being given to withdrawing free school travel assistance because of unacceptable behaviour then:

1. On the first occasion of unacceptable behaviour, where deemed appropriate, a written warning will be issued.
2. If any further unacceptable behaviour takes place, then, depending on how serious the incident is and how long it was since a warning was given, a further warning may be given, or the decision may be made to suspend the free transport and refer the case to the transport appeals panel for representation of all parties around the future of any provision.

In the event of transport provision being withdrawn, it remains the responsibility of the parent to ensure their child's attendance at school.

In any event, parental behaviour which involves abuse, harassment or violence towards the driver, or any passengers of the vehicle will not be tolerated, and the procedure above will be followed.

7.2 Journey Care Plans

Where there is an identified need for a journey care plan for a student who has a travel entitlement, the parent/carer will be asked to complete a journey care plan prior to the arrangement of transport. This will cover information about your child's needs and what we may need to know to make the journey as comfortable and pleasant for them as reasonably possible. The journey care plan is based on information you provide, confirmed and supplemented by the school, the SEN team and the child's EHCP if they have one and will be agreed by the Integrated Transport Unit.

The journey care plan form is available on the home to school transport webpage embedded within the SEN application form.

7.3 Risk, Health and Safety

The Council will maintain an overall risk assessment for the home to school transport service. Individual risk assessments will also be conducted for individual children, routes or journeys which present more complex or significant risks. The Council maintain a database for unsafe walking routes, this is periodically reviewed.

7.4 Safeguarding

We follow the policies of the North Somerset Safeguarding Children Board. This includes making sure that staff have the appropriate checks and training. If you have any safeguarding concerns, please report these to us by calling:

01275 888 808 - Monday to Friday, 8am - 6pm

01454 615 165 - Out of hours and at weekends

In an emergency please ring 999

7.5 Reporting an incident

We take all incidents relating to home to school transport seriously and are committed to investigating them appropriately. This form can be found on the [school transport webpage](#).

8.0 Appeals and Complaints

If a parent/carer wishes to raise a complaint regarding the home to school transport service, they can do so on the North Somerset Council website.

If the council refuses a child home to school travel assistance or a parent/carer is unhappy with the transport arrangements offered, they have the right to appeal the decision. There are two stages to the appeal process:

8.1 Stage one: review by senior officer

- The parent/carer within 20 working days upon receiving the offer or refusal for travel assistance should submit a written request (by email or post) to the appeals officer within the Integrated Transport Unit for a review of the transport decision. This should detail why the decision should be reviewed and include any information which should be considered alongside the review.
- A senior officer within the council will have 20 working days (on receiving the parent/carers request) to review the decision in light of the information provided against the home to school travel assistance policy and respond, this will include; whether or not the transport decision has been upheld, why that decision has been reached and the factors taken into account in reaching the decision.

8.2 Stage two: appeals panel

- If a parent/carer is not satisfied with the outcome of the stage one appeal, an impartial re-consideration of the case can be undertaken through a stage two appeal. A parent/carer should submit written notification that they wish to escalate this to stage two within 20 working days of receiving the outcome of the stage one appeal.
- Within 40 working days of receiving the parent/carers request for a stage two appeal an independent transport appeal panel will review the case. The decision of the appeals panel will be sent to the parent/carer within five working days of the appeal panel hearing.

8.3 Local Government and Social Care Ombudsman

If following an appeal, you believe that North Somerset Council has refused help unfairly, made a mistake or not handled your appeal correctly, you may be able to complain to the Local Government and Social Care Ombudsman.

For more information please visit the [Local Government and Social Care Ombudsman website](#).

9.0 Contacts

The Integrated Transport Unit are based at the Castlewood offices in Clevedon and can be contacted via the following channels:

Postal address: Integrated Transport Unit, Town Hall, Walliscote Grove Road, Weston-super-Mare, BS23 1UJ

Telephone: 01934 634715

E-mail address: schooltransport@n-somerset.gov.uk

Additional useful contacts:

School Admissions Team – 01275 884 078

Sustainable Travel and Road Safety Team – 01934 426 910

National Rail enquiries – <http://www.nationalrail.co.uk/>

First Group (customer services) – 0345 646 0707

Carmel Coaches – 01275 859 123

Great Western Railway (customer services) – 0345 7000 125

North Somerset Council's home to school travel assistance policy is based on the statutory guidance produced by the Department for Education published in July 2014.

This policy has been produced working with North Somerset Parents and Carers Working Together, Weston College and Baytree School.

This document will be reviewed annually and published prior to the start of the academic year in September, or in conjunction with a change in National Government Legislation.

Appendix B

North Somerset Council responsibilities

- Deliver home to school transport within the provisions of the relevant legislation and the current Department for Education guidance
- Make home to school transport provision in line with the published local policy and any relevant operating procedures
- Ensure appropriate training and support of passenger assistants and drivers
- Ensure that all drivers and passenger assistants have undergone an enhanced Disclosure and Barring Service (DBS) check
- Ensure all transportation is appropriately licenced
- Ensure that all transport provision is safe and fit for purpose
- Carry out regular route checks to assess the safety and suitability of transport arrangements
- Ensure effective joint planning and working between the relevant transport and children's services functions in relation to education of students with special educational needs and disabilities
- Provide a staffed enquiry line between 9am and 5pm weekdays during term time
- Liaison between transport providers and schools
- Plan and commission transport provision for bulk and in year admissions
- Communicate within a timely and appropriate fashion with parents, carers and schools
- Provide suitable and safe transport
- Ensure that staff responsible for planning and managing HTST are appropriately trained
- Remain confidential and professional regarding all students

Parent Responsibilities

- Ensure their child's attendance at school
- Ensure their child/ren are ready for the school day and are available at their pick-up location at least 10 minutes prior to their scheduled time
- Ensure that their child is equipped with necessary medication and equipment
- Ensure that their child adheres to the school's behaviour policy
- Ensure that a responsible adult is present to receive the child at the end of the school day
- Inform the driver or passenger assistant (where provided) of any concerns regarding a child's behaviour or safety
- Remain confidential and professional regarding all students
- Communicate within a timely and appropriate fashion with North Somerset Council and the school attended by their child (e.g. change of address etc.)

Passenger Assistant Responsibilities

- Ensure the safety, care and well-being of children whilst they are on the vehicle and in their care to enable them to arrive in a stress-free state
- Provide front-line liaison with parents and schools
- Hold the journey care plan and transport application which contains the additional needs of a student
- Are there to pick up the student from the parent at the start of the day and hand over to the parent at the end of the day
- Can provide assistance to students boarding and alighting the vehicle

- As a standard, DO NOT administer medication, but provide a safe exchange of medication between the parents and school
- The administration of first aid or medication will only be carried out in an emergency under guidance of a qualified medical professional.
- Report concerns of a child's behaviour or safety on transport
- Remain confidential and professional regarding all students
- Ensure all students take personal belongings, medical equipment etc. with them when departing the vehicle

Key Training of Passenger Assistants

- Induction
- Emergency protocols
- Understanding risk assessments
- Journey care plans
- Safeguarding
- First Aid
- Disability awareness
- Discrimination awareness
- Equalities awareness
- Skills in supporting disability and behaviour
- Managing Communications
- GDPR and data protection

Driver Responsibilities

- Legally responsible for all aspects of:
 - the vehicle
 - Passengers
 - Equipment
 - Safety of passengers, pedestrians and all other road users
- Must carry appropriate driving licence and where necessary, driver qualification card (Certificate of Professional Competence)
- Can provide assistance to students boarding and alighting the vehicle
- Report concerns of a child's behaviour or safety on transport
- Remain confidential and professional regarding all students
- Wear identification badges
- Taxi transport will display valid North Somerset (or other) licencing plates

Headteacher responsibilities (delegated where necessary)

- Have in place a school behaviour policy which is appropriate to all students' journey to and from school including by home to school transport
- Provide appropriate pick up/drop off point(s) within the school site
- Provide appropriate staff to manage the transition from transport to school and vice versa
- Ensure that all relevant staff are briefed on the drop off/pick up arrangements
- Ensure all students take personal belongings, medical equipment etc. with them when entering the vehicle
- Manage concerns of a child's behaviour or safety which may influence transport provision
- Remain confidential and professional regarding all students

- In the absence of a PA on transport, report any concerns of a child's behaviour or safety on transport

Appendix C

