

<u>Parent Question</u>	<u>Michelle's Response</u>
<p>EOTAS</p>	
<ul style="list-style-type: none"> Specifically, within the EOTAS agreement, what is the criteria for transport eligibility? 	<ul style="list-style-type: none"> The policy is home to school, so in terms of EOTAS, it becomes discretionary, and this means it is case by case and its down to circumstances. They are still developing systems around EOTAS as it is increasing.
<ul style="list-style-type: none"> There are only fifteen children in Bradford that have an EOTAS, so I understand it's not common, but where is the policy for parents to fall back on? It seems unfair that it is just up to someone to decide the fate. SEND team say it's up to Transport and Transport say it's up to SEND. I have paid £900 so far in transport for my daughter and we just need some support. 	<ul style="list-style-type: none"> It's a big grey area with this because the policy is based on the law and the law states we must provide for home to school. So, we do have to take every case on its individual merits and discuss that with our colleagues because obviously we couldn't take them to a setting 100 miles away because that's what the parent wants. It is new to Bradford and there isn't currently a supporting policy. Julie Bruce (PFBA) stated that she was going to try and push for this through her input at the strategic meetings and see if there are any changes that PFBA can help to push and make sure it is on the radar.
<ul style="list-style-type: none"> If provision is clearly indicated in Section F of the EHCP and so is a statutory requirement of the LA to provide, why is transport not provided or indeed recompensed.? My son attends school 3 days a week and therapy 2 days. I provide transportation but am only reimbursed for the school days. Why/ how can transport fulfil its duty? 	<ul style="list-style-type: none"> The transport policy is home to school and if this child is just getting recommended for the three days a week to school, this is the requirement that we would need to fulfil.

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Payment	
<ul style="list-style-type: none">I am a parent escort due to high medical needs for my daughter and she has a suction machine. I just found out that I am entitled to be paid for this role. I have emailed for a response into why I've not been granted pay from March till July 23. I was agreed payment from September 23, which I am now getting but no one got back to me about March till July 23.	<ul style="list-style-type: none">As this is a specific case, the details have been forwarded to Michelle and she is going to investigate this.
<ul style="list-style-type: none">Are there payments for parental escorts?	<ul style="list-style-type: none">Yes, parents can get paid, just need to apply and then talk to the team. Application for travel 5-16 Application for travel post-16
Post 16	
<ul style="list-style-type: none">I am a single parent with two daughters. They're both registered blind. My older one started sixth form in the same school she has been at since year 6. She has had transport since year 6 but has now been denied it as the distance is too far? This makes no sense as it is the same school. I have been having to take her to school and this means my younger daughter misses her transport to school.	<ul style="list-style-type: none">Post 16 is a different policy. 3 miles. Post-16 Transport Policy Statement 2023-2024 Bradford Council If the assessment team have come back and said that it doesn't qualify under distance, then it is probably correct. Have you asked for that to be looked at in an appeal? Stage 2 appeals would be at City Hall and looked at by councillors. They will be able to take other circumstances into account. My team can only go by the policy, and they can't veer from that policy. If you go to a stage two appeal, the councillors can take all the things into account and decide based on the other factors you've discussed.

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<ul style="list-style-type: none"> One problem we have encountered this year is that the college don't set start times for some days until week three of the term. We had to guess the start time and now they arrive nearly two hours early. It would be helpful to know what the best way is to deal with this for next year. 	<ul style="list-style-type: none"> If, after the three weeks when the change of timetable happens and you know the right times, just get in touch with us and we'll try work with you.
<ul style="list-style-type: none"> Why, when children must stay in education until 18 and many disabilities are there for life, does free SEN transport end after year 11? 	<ul style="list-style-type: none"> There is a post 16 policy and it's a different policy. Some authorities are just not providing transport for the post 16, we are supplying transport we just ask for a contribution. Post-16 Transport Policy Statement 2023-2024 Bradford Council
<ul style="list-style-type: none"> My child currently has a taxi to college. Will you be providing the same service next year as she will not be able to attend without taxi provision? 	<ul style="list-style-type: none"> There's currently no change to that policy that I am aware of at this moment. The DfE brought out some guidelines last year and then the amended them this year hence why we've not done anything. It won't affect policy, but what we're looking at is just making it clearer for people.
<ul style="list-style-type: none"> What is the distance for sixth form? How does the policy differ? 	<ul style="list-style-type: none"> The distance is 3 miles and its £370 a year contribution.
<p>Moving Schools</p>	
<ul style="list-style-type: none"> Our child is due to change school during the school year after Easter, but the new school have not yet provided a start date. How quickly can transport be arranged in these circumstances? 	<ul style="list-style-type: none"> If we are assessing for transport, it could be up to the 30 days. We don't need the start date to assess if it's written in a plan. As soon as it's been written into the plan, you can apply. Then it's just a matter of once we get a start date, you can use that. It might take a couple of days, depending on what route it's on.

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<ul style="list-style-type: none"> • We still haven't got a school placement as we are going through appeal, but we know my son is going to need transport. How will this work if we don't find out the school until August? Will this still take 30 days? If I must provide transport for them 30 days, will I be reimbursed? 	<ul style="list-style-type: none"> • Until the school has been allocated, we wouldn't be able to arrange transport. We can only assess at the point where we've received an application for travel assistance. It takes on average 30 days. It's likely in September it will take that amount of time due to the volume of requests we have coming through. The policy is no for reimbursement, however there are special cases, and it could go to tribunal and be fast tracked.
<ul style="list-style-type: none"> • My son starts secondary school in September. He receives higher rate DLA and has an EHCP. The guidelines say that if we have a mobility car, we should use this to get to/from school. However, I work full time to support the family. He is not old enough to travel independently just yet. He uses a walking frame in school and a wheelchair for longer distances. His new school is 3.5 miles away. Our nearest school could not meet need due to it not being inaccessible. Can I apply for transport help? I can drop him off at school in a morning but how can I get him home from school without travel assistance? I need to work to pay the bills. 	<ul style="list-style-type: none"> • It is not correct that you must use your car, you can still apply for transport. Usually, it would be nearest suitable school. However, if the nearest one that can suit needs is above the distance, you can still apply, and we would assess the situation.
<ul style="list-style-type: none"> • My daughter is moving to year 7 in September 2024. Her new school is not within walking distance and my daughter would be unable to go on her own on public transport. There is not a school bus from our village to her new school which is 7 miles away. What are her transport options and what is the process for sorting these out? Thank you. 	<ul style="list-style-type: none"> • This would be individually looked at as to whether it is the nearest suitable school. Apply for the transport still and even if it does not meet policy, it could go to appeal and other circumstances be looked at.

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<p>Contacts</p>	
<ul style="list-style-type: none"> If we have any queries on transport for SEN children, who is the main contact at Bradford Council? Could I have the name and email address? 	<ul style="list-style-type: none"> Assessment team – 01274 439450 schooltransport@bradford.gov.uk Home to school transport – contracted taxi – 01274 436692 PTS.SEN@bradford.gov.uk Core Service – 01274 438889 pts@bradford.gov.uk Social Care Transport – 01274 437275 Passenger.transport.services@bradford.gov.uk
<p>Assessment</p>	
<ul style="list-style-type: none"> How are transport assessments done? My son is nonverbal and has a diagnosis of autism and language disorder also PICA. I applied for transport and have been declined. He attends special school CHELLOW HEIGHTS 	<ul style="list-style-type: none"> This is probably because the distance is less than the statutory walking distance. Without looking at an individual case, I can't really say, but there would have been a reason given as to why it has been declined.
<ul style="list-style-type: none"> How long does it take for an application for school transport to be processed? Can parent apply for transport with named school in section "I" of the EHCP, but they're in the appeal process of a school placement phase transfer to high school, waiting for tribunal hearing, then should they win the appeal, they just inform PTS of the updated school? 	<ul style="list-style-type: none"> It's an average of 30 days. Having an EHCP doesn't guarantee transport. If it's not the nearest school, you wouldn't be eligible. If it was parents' choice, it's up to parents to transport. We cannot decide until after the tribunal, but it would be fast tracked.
<ul style="list-style-type: none"> This is the first time looking into transport for my daughter. She will be needing it from 2025. Do you have to use the transport every day? Are there regular drivers? Is there someone to support them onto the bus? 	<ul style="list-style-type: none"> If the child is eligible for transport, I would suggest they should use it. However, if the parent can transport, they should go for parental escort. Parents could be separated, and child is at a different home. If there is a clear arrangement, it could be organised, and it would

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	<p>be assessed on a case-by-case basis. There are regular drivers however, there are sickness and holidays to account for, so policy is no more than three drivers per contract. This varies by school as most schools have a member of staff who will take the child to and from the taxi. The current offer is door to door service however, they are piloting an option where the parent/carer would bring the child to the bus.</p>
<ul style="list-style-type: none"> I've a daughter with additional needs and have been allocated our school of choice, which we're delighted about. So, my next project is sorting out transport. Now trying to navigate how to do this. I'd love a checklist, step one to 10? This is how you do it as she needs help with transport. Will someone give me that information or is it down to me to find it like what is the process? Because as a parent, it's not obvious when the deadline is. 	<ul style="list-style-type: none"> There is not a deadline, however if you want it to be organised for September, we suggest doing it before July. The new school can assist with the information. We are looking at creating this check list and it being shared amongst Local Offer, schools and other organisations.
<ul style="list-style-type: none"> Is everyone looked at as an individual? 	<ul style="list-style-type: none"> Once somebody has been assessed as eligible for transport, then that would pass from our assessment team to the SEN team. If it wasn't a car run to a special school we would always look at if there is an existing route where this child can share because we have some children that can't share, but if they're able to share and it's within the right location, we would always encourage that.
<p>Complaints</p>	
<ul style="list-style-type: none"> My son has a taxi and private escort. The escort has behaved in a way to discipline my son which is 	<ul style="list-style-type: none"> Email Michelle the information as it is an individual case to be looked at.

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<p>unacceptable to us and unprofessional. We asked PTS for a new escort but still 'on a list' 2 weeks on. I would like details on the training the escorts receive and to help get my son a new escort for school please.</p>	
<ul style="list-style-type: none"> • My son was accepted for transport in December and a taxi came for him when he returned to school on 9 January 2024. This stopped without notice on 30 January and he has no transport since this date, resulting in him missing school. I submitted a complaint about this on 31 January but have had no response. I chased this up twice without any success. I complained to my MP who did get a response saying the transport had been reinstated which was untrue. I understand that the transport was withdrawn because school explained that my son is unable to share transport with another child, so the other child was given priority. I wondered is this how you usually treat parents and children and whether my child's education is less of a priority due to his disability? 	<ul style="list-style-type: none"> • Email Michelle the information as it is an individual case to be looked at.
<ul style="list-style-type: none"> • What is the policy after an incident has happened on the transport run and a child has been injured and two different stories have been given from PTS? I have had some problems with transport, an incident that happened on the transport where my son come home with serious injuries and transport lady told two different stories. I asked for an investigation to PTS with no reply. 	<ul style="list-style-type: none"> • We would always carry out a full investigation. I would have to look at it on an individual basis. We would speak with school, the parent, the driver and the escort on the run separately, and we would carry out an investigation. Email Michelle with the issue and she will try support this.
<p>Other</p>	
<ul style="list-style-type: none"> • Can we push for training for the escorts to be able to understand the child/young person more? Simple things such as what helps the child to feel calm 	<ul style="list-style-type: none"> • The training is there to support this. The team here contact the operator or escort who would pass on this information. If this isn't happening, contact our team.

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<ul style="list-style-type: none">• They are refusing my appeal for my young son's transport without valid reason. Is there any way I can get my son's rights to the PTS transport?	<ul style="list-style-type: none">• In terms of an appeal there should always be a reason given for why transport has been refused. Once it has been to appeal and it has not been overturned, it would go the ombudsman. This is for injustices though and not grievances against the policy.
<ul style="list-style-type: none">• I am interested to know what, if anything, taxi companies do to prepare themselves for the new school year. Every summer we are told that there might be some issues while the new schedules are being implemented. Fair enough, it is not going to be 100% from day 1, but these are experienced taxi companies and can surely work out how long it takes to get between pick up points, and therefore have some idea of how long the whole journey will take. If companies are being awarded these lucrative contracts, then the least they can do is be prepared, yet parents often find there's chaos at the beginning of the new school year and it is already stressful enough getting your SEN children back to school after a big break.	<ul style="list-style-type: none">• Every summer we are told that there might be some issues while the new schedules are being implemented. It's not going to be 100% from day one, but these are experienced taxi companies and constantly work out how long it takes to get between pick up points and therefore have some idea of how long the journey will take. I appreciate it is stressful and I can appreciate that the first week or two in September can be hectic. Some of it is often down to last minute changes where we've had late requests for transport and we might have put a contract out, but then it's changed it again because of the last-minute request.

Link to Policies and Application forms: [Assistance with travel to home, school and college | Bradford Council](#)

[Home to School Policy for 5 - 16](#)

[Post-16 Transport Policy Statement 2023-2024 | Bradford Council](#)

[Application for travel 5-16](#)

[Application for travel post-16](#)