



**WOKINGHAM**  
**BOROUGH COUNCIL**

**Travel Assistance Statement For Young People  
Resident In Wokingham In Post-16 Education,  
Including Young People With SEND**

**Academic Year 2026/2027**

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## 1. Introduction

Wokingham Borough Council publishes a **Post-16 Travel Assistance Policy** each year to explain the travel options and support available for young people continuing their education or training after Year 11.

While local authorities are **not required to provide free or subsidised transport for Post-16 learners**, we do have a duty to publish this information by **31 May each year**. Our aim is to make sure families understand what help is available and to encourage the use of sustainable travel options such as walking, cycling, and public transport.

This policy covers:

- **Who it applies to** – young people aged 16–19 (Years 12, 13, 14) and learners with special educational needs or disabilities (SEND) up to age 25.
- **What support is available** – including local schemes, assistance for those with additional needs, and guidance on independent travel.
- **How to apply** – Students receiving a Personal Travel Budget or Council-operated transport from the Local Authority must reapply for travel assistance each academic year

Our approach supports independence, prepares young people for adulthood and employment, and contributes to Wokingham's Climate Emergency Action Plan by reducing emissions and improving air quality.

The policy also explains how we work to remove transport barriers for vulnerable learners, including those at risk of becoming Not in Education, Employment or Training (NEET) and young parents under 20 (through the Care to Learn scheme).

For full details of national guidance, please refer to [Transport to education and training for people aged 16 and over](#). You can also find information about travel support for statutory school age in our separate policy.

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## 2. Travel Assistance Offered by External Organisations

The Council seeks to support all Post 16 students to continue with their education and training. Through running this scheme and providing information about the bursary funding available to support student access to education through their Post 16 education provider (FE colleges and school 6th Forms), the Council considers it has met its statutory duties regarding the majority of students.

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## 3. Concessionary fares scheme available

On most local bus routes operators offer reduced fares for under 19s. This helps ensure that students can buy passes at reduced rates, including those for travel to establishments outside the Borough.

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## 4. Bursaries available from your Education Provider

Students should contact their school, sixth form college, or further education college to find out about financial and other support available - for example, help with childcare or other costs. They can also visit [Learner Support: Overview](#)

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## 5. The 16-19 Bursary Fund

### If you're aged 16 to 19

You could get a bursary to help with education-related costs if you're aged 16 to 19 and:

- studying at a publicly funded school or college in England - not a university
- on a training course, including unpaid work experience

A publicly funded school is one that does not charge you for attending it.

### If you're 19 and over

You could also get a bursary if you either:

- are continuing on a course you started aged 16 to 18 (known as being a '19+ continuer')
- have an [Education, Health and Care Plan \(EHCP\)](#)

For further information on the 16-19 Bursary Fund, visit: <https://www.gov.uk/1619-bursary-fund>. Key local providers and contact details can be found on the [Council Local Offer website](#).

## What a bursary is for

A bursary is money that you, or your education or training provider, can use to pay for things like:

- clothing, books and other equipment for your course
- transport and lunch on days you study or train

There are two types of 16-19 bursary available;

### Bursary for students in vulnerable groups

You may be able to get a bursary if at least one of the following applies:

- you're in or you recently left local authority care
- you get Income Support or Universal Credit because you're financially supporting yourself
- you get Disability Living Allowance (DLA) in your name and either Employment and Support Allowance (ESA) or Universal Credit
- you get Personal Independence Payment (PIP) in your name and either ESA or Universal Credit

The amount you may get depends on the costs you have and what you need for your course. This might include money for books, equipment or travel costs to school or college.

### Discretionary Bursary

Your school or college will have their own criteria for discretionary bursaries. They'll look at your individual circumstances - this usually includes your family income.

Ask student services about their criteria and any evidence you'll need.

You can apply to a discretionary bursary if you're over 19 and either:

- Continuing a course you started aged 16 to 18 (known as being a '19+ continuer')
- Have an [Education, Health and Care Plan \(EHCP\)](#)

For further information on the Vulnerable Students Bursary and the Discretionary Bursary, including the eligibility criteria and how to apply, visit the [GOV.UK website](#).

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## 6. Residential Support Scheme

You may be able to get help with the cost of accommodation from the [Residential Bursary Fund \(RBF\)](#).

### Eligibility

You must:

- Be at least 16 and under 19 on 31 August 2025
- Meet the residency requirements (your college will check this)
- Not be on housing benefit
- Have a household income of less than £30,993
- Be studying your first [level 2 or level 3 qualification](#) (for example 2 or more A levels, a diploma or a national vocational qualification)
- You may be eligible if you're 19 and either:
  - Continuing a course you started aged 16 to 18
  - Have an [education, health and care plan \(EHCP\)](#)
- Your course must:
  - Not be at a specialist residential centre (your college can confirm this)
  - Be full-time at a college in England
  - Be '16 to 19 funded' (your college can confirm this)

Your course must also be more than either 15 miles or a 2 hour round trip from your home, and not available any closer than that.

### What you'll get

The table shows the maximum you can get each year. The actual amount you can get depends on your accommodation costs.

Gross household income	Studying outside London	Studying in London
Up to £21,000	Up to £3,458	Up to £4,079
£21,001 to £25,704	Up to £2,305	Up to £2,685
£25,705 to £30,993	Up to £1,152	Up to £1,355
£30,994 or more	No award	No award

You can get payments for a maximum of 3 years.

## 7. Care to Learn

The Care to Learn scheme can help with [childcare costs](#) while you study. You must be aged under 20 at the start of your course. The scheme is available for **publicly funded courses** in England.

### What you'll get

You can get up to:

- £180 per child per week if you live outside London
- £195 per child per week if you live in London

### What it covers

Care to Learn can help with the cost of:

- your childcare, including deposit and registration fees
- a childcare taster session for up to 5 days
- keeping your childcare place over the summer holidays
- taking your child to your childcare provider

### Payments

Your education provider will make payments directly to your childcare provider. Before they can be paid:

- your childcare provider needs to confirm your child's attendance
- your education provider needs to confirm that you're attending your course
- Your education provider will either pay your travel costs or arrange travel for you.

### When payments stop

Payments end when:

- you stop attending your course
  - you reach the end of your course
  - your child stops attending childcare
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## 8. Special Educational Needs and Disability Information Advice and Support Service (SENDIASS)

SENDIASS Wokingham provide free, confidential and impartial advice, guidance and support for;

- Parents of children and young people up to the age of 25 with special educational needs and disabilities.
- Children and young people up to the age of 25 with special educational needs and disabilities

### **SENDIASS Wokingham aim to:**

- Encourage everyone to work together to get the best possible outcomes for every child or young person with SEND
- Help parents, carers, children and young people to express their views and play an active role in decisions about their child's/their support
- Provide high quality information, advice and support to enable parents, carers and young people to make informed choices for their child or themselves

They are here to listen to any worries or concerns and provide a range of flexible services which include training and help with the following:

- To understand and write reports and letters
- With the Statutory Assessment process for an Education, Health and Care Plan (EHCP)
- With annual reviews
- Support in meetings with school, college or early years setting
- Support in meetings with education, health and social care professionals
- To explore different options open to you for your child/young person's education
- Signpost to other organisations and support groups
- Promote disagreement resolution where communication with a school or Local Authority is breaking down
- Support if your child/young person is at risk of, or has been excluded from school
- To explain the right of appeal through the SEN Tribunal system

SENDIASS Wokingham have produced a number of useful information leaflets to help you navigate the SEND system. These guides include a useful checklist to use when looking at schools, guidance on the process for moving from primary to secondary school and understanding the Education, Health and Carer assessment process. These are all available on the useful information pages of their [website](#).



## 9. Travel Assistance Offered by Wokingham Borough Council

The Local Authority has a discretionary power to provide Travel Assistance to those past Year 11 or over 16 years. There is no legal duty to provide free or subsidised transport to all post-16 students,

### 9.1. Students of sixth-form age

This includes:

- Young people aged 16 to 18 who are in education or training (years 12,13,14).
- Those who started a course before turning 19 and are continuing that same course.
- Young people aged 16 who are out of cohort (e.g. repeating Year 11).
- Those with an Education, Health and Care Plan (EHCP) up to age 25, if they are continuing a course started before their 19th birthday.

### 9.2. Eligibility Criteria for Local Authority Support for Post-16 Students age 16 to 18 years old

A young person may be eligible for travel assistance if:

- They live in Wokingham Borough, and
- They have an Education, Health and Care Plan (EHCP), and
- They are attending the nearest suitable education or training provider that the Local Authority has identified in their EHCP as meeting their needs

**In addition, to qualify for travel assistance, the young person must meet the following criteria;**

- Their learning difficulty or disability prevents them from walking to their education or training provider or from using public transport, accompanied as necessary **Or**
- They have other exceptional circumstances which impact on their ability to use public transport arrangements and cannot travel independently or safely, accompanied as necessary **and they live more than 3 miles from their nearest provider.**

### 9.3. Eligibility Criteria for Local Authority Support for 19 to 25 year-olds attending a further education college/free-standing sixth form college (continuing a course started before their 19th birthday)

Travel assistance is not available for young people who have left education and are returning after the age of 19. These individuals will be assessed as adults.

Support may be available for young people aged 19–25 who:

- Live in Wokingham Borough, and
- Have an Education, Health and Care Plan (EHCP), and
- **Are continuing a course they started before turning 19, and**
- Are attending the nearest suitable provider identified in their EHCP.

**In addition, to qualify for travel assistance, the young person must meet the following criteria;**

- They are attending a full-time college course (equivalent to a minimum of 12 hours per week, usually across at least 3 days per week for the duration of the course) which the Local Authority agrees can make the appropriate educational/training provision
- Their learning difficulty or disability prevents them from walking to their education or training provider or from using public transport, accompanied as necessary **Or**
- They have other exceptional circumstances which impact on their ability to use public transport arrangements and cannot travel independently or safely, accompanied as necessary **and they live more than 3 miles from their nearest provider.**

#### **Definition of Suitable Provider and Course**

Travel assistance will only be considered to the nearest education or training provider offering a course that, in the opinion of the Council:

- Meets the young person's learning and/or employment objectives, or
- Is specifically designed to meet their special educational needs.

This may include:

- Schools
- Further education institutions
- Council-maintained or assisted institutions providing higher or further education
- Establishments funded directly by the Education and Skills Funding Agency (ESFA)
- Accredited learning providers (e.g. colleges, charities, private providers) delivering programmes that lead to positive outcomes and are funded by the Council

If a young person chooses to attend a provider outside Wokingham, travel assistance will only be considered if:

- It is the nearest provider offering an appropriate course, and
- The journey is three miles or more.

If a comparable course is available at a closer provider, no assistance will be provided.

#### 9.4. Local Authority Travel Assistance Offer

The standard offer of travel assistance for students aged 16–18 is a Personal Transport Budget (PTB). This is a direct payment made to families to help them arrange transport to school or college. It replaces Council-Organised Transport (COT), although requests for traditional transport (e.g. taxi or minibus) will be considered on a case-by-case basis.

The term **Travel Assistance** refers to either:

- A **Personal Transport Budget (PTB)**, or
- **Council-Organised Transport (COT)**

For students aged 19 and over, the legislation differs slightly. As a result, families may still be offered COT or a PTB, depending on individual circumstances.

All eligible students moving into post-16 education for the first time must apply for a PTB if they require travel assistance. Once eligibility is confirmed, if families feel that traditional transport is the only viable option and that funding it themselves would be unmanageable, even with a PTB, they may appeal the PTB offer. The Council will then consider the individual and/or exceptional circumstances.

#### 9.5 Annual Re-Application and Deadlines

All post-16 students who receive travel assistance, whether through a Personal Transport Budget (PTB) or Council-Organised Transport (COT), must reapply every academic year. This applies to all students.

Travel assistance arrangements will automatically terminate on 31 July each year. Continued eligibility cannot be assumed beyond this date without a new application being submitted and approved by the SEND Transport Panel. Parents and carers are responsible for ensuring that a new application is submitted for the forthcoming academic year.

Applications should be made as soon as the learner's school or college place is confirmed and no later than 31 May. Applications received after this date may result in travel assistance not being available at the start of the autumn term.

## 9.6. Exceptional Circumstances

The offer and type of Post 16 transport remains at the discretion of the Council, but we will take into consideration individual circumstances and the needs of your child (including a consideration of your application form, the EHCP and any current transport risk assessment that the Council has undertaken).

The Council is aware that all children to whom this policy applies will have varying degrees of SEND. Some examples that the Council would not ordinarily see as exceptional (in their own right) are:

- Single parent families
- Parent(s) that work
- Having other children to look after and/or at other schools
- Living in a rural area with or without access to public transport
- Parents/students unable to drive or having access to a car
- Students in wheelchairs

However, it is likely that a family with a number of those circumstances listed above could be classed as exceptional. By the very nature of 'exceptions', the Council recognises that there may be many reasons why a student could only access school/college using council approved transport; so, it naturally follows that it will be for parents to demonstrate that.

The Council will consider any exceptional circumstances on a case-by-case basis.

## 9.7 Personal Transport Budgets

A Personal Transport Budget (PTB) is a payment designed to help you to get your child to school. It is available to SEND children who have been assessed as eligible to receive Home to School transport by Wokingham Borough Council.

A PTB is granted at the discretion of the Council, therefore even if your child is assessed as being eligible to Travel Assistance, you may not be granted a PTB if it is not cost effective for the Council to do so (for example, if your child could be placed onto existing transport at no additional cost to the authority).

A Personal Transport Budget (PTB) is a payment to help you to get your child to school or college. You can use the PTB in any way you wish that enables your child to get to school or college. **However, a PTB is not intended to cover the full cost of a door-to-door taxi service.** It is a contribution towards transport costs, giving families flexibility and choice in how they arrange travel.

## Why choose a personal transport budget (PTB)?

- Freedom to make your own arrangements – to suit your family
- Control over how the money is spent
- Your child may feel more secure and relaxed at school or college
- You can share the cost and save money by joining up with other parents
- You could use the money to help your child become more independent

## Calculation of the PTB amount

- PTB is based on the **straight-line distance** from home to school or college.
- There are three distance bands shown in the table below, assuming attendance 5 days a week. If your child attends fewer days, the amount is adjusted pro rata.
- Online maps can give you an idea of the distance, but the Council will confirm the official measurement.

Band	One-way distance from home to school (miles)	Personal Transport Budget Payment
1	Up to 5 miles	£2000 per annum
2	5 to 10 miles	£3000 per annum
3	Over 10 miles	£5000 per annum

PTB payments are made based on your child attending school for 190 days per year. If your child attends school less than 190 school days per school year, or starts during the school year, Wokingham Borough Council will make your PTB payment on a pro-rata basis.

PTB payments will also not be made for days when your child is not required to attend school/college (e.g., study leave or other authorised absence from school/college premises). This means you may receive less than the total amount outlined above. Wokingham Borough Council will send you a schedule each year that will detail what your expected termly payments will be, based on 100% attendance (taking into account your child's timetable). Parents must confirm within 14 days if this schedule is incorrect. Failure to do so may mean that it is not possible to remedy underpayments at a later date.

Should your child be absent from school, even if this is through no fault of their own, your following term's payment will be reduced to account for the reduction in required travel. Free school transport is also not available for work experience or additional journeys that the school requires your child to take. You will be notified of the reduction that will be made in the following term's payment before that term's payment is due to be paid.

## Change of circumstances

You must notify the Council immediately in writing or by email about any change in your

circumstances that may affect your eligibility to Travel Assistance and/or your PTB payment, for example:

- If you move address or change school/college or school/college site.
- Change of timetable that affects your child's school hours or days.
- Long term absences (5 consecutive school days or more).

If you fail to notify the Council of any change to your circumstances, which the Council later decides would have had the effect of reducing or ending your child's entitlement to payments then the Council may terminate your PTB payments and will seek to recover any monies that you should not have received for the period in which you failed to notify.

If you are unsure about whether a change of circumstances will affect the PTB payments, you are advised to discuss this with the Council.

If any change to your circumstances means that your child's eligibility for Travel Assistance is withdrawn, then the PTB payments will cease.

### Change of payment

There are circumstances in which the amount of PTB payment may be reviewed, adjusted, suspended or terminated. These are:

- Your child's attendance falls below 90%.
- Your child regularly arrives late at school/college in the mornings.
- Your child arrives at school/college in an unfit state to learn.
- The travel arrangements that have been put in place for your child using the PTB are deemed to be unsuitable or unsafe.
- Your child accesses short break stays away from the family home.
- There is a change to national legislation and/or the Council's policies.
- You have more than one child, or other member of the same household, each receiving a PTB and attending the same school/college or another school/college nearby

### Review of PTB arrangements

The PTB will be reviewed on a regular basis. As part of the PTB review, the Council will contact your child's school/ college to request their attendance records to confirm their level of attendance, and that they are able to fully access their learning opportunities.

Once this information has been received and the review has been completed, any decision to adjust or withdraw the PTB will be given to you in writing.

Payment of the PTB will be paid into a nominated bank account every term in advance. In exceptional circumstances, alternative payment arrangements may be made by agreement between you and the Council.

### Using your Personal Transport Budget (PTB)

You can use your PTB flexibly to support your young person's attendance at school or college. The key requirement is that the funding must be used in a way that ensures reliable and consistent access to education.

Examples of how you might use the PTB include:

- Driving your child to and from school or college yourself.
- Arranging for a friend or relative to walk or cycle with your child.
- Car sharing with other families.
- Providing a bus pass for your child or for someone to accompany them.
- Paying for a place on a school- or college-organised transport service.
- Using it towards the cost of a taxi, either individually or shared with other families.
- Paying for childcare for another child, enabling you to accompany your eligible child.

If you choose to employ someone directly using the PTB, you are responsible for complying with all relevant legal obligations, including Tax and National Insurance, Employment Law, Insurance, and Health and Safety regulations.

The Council always recommends that you have a check carried out by the Disclosure and Barring Service (DBS) on anyone that you are thinking of employing.

If you use the PTB to enter into contracts with organisations e.g., after school clubs, or individuals: you are responsible for complying with the terms and conditions of those contracts e.g., payment arrangements, notice of cancellation, etc.

The Council advises you to seek your own independent legal advice on the terms of the agreement that you may be entering into and any obligations that are placed on you.

### You will:

- have control over how the payment is used that allows you to get your child to school or college.
- accept responsibility for the decisions made regarding the use of the payments and understand what the consequences are for misuse.

### You cannot use your payment:

- To buy or utilise space on transport services from the Council.

- For any purpose that does not enable you to get your child to or from school/college.
- For any activity that is illegal, unlawful, or unsafe.
- For other purposes that may bring the Council into disrepute.

Although you have control over how payments are spent, the money can be reclaimed by the Council if it is not used in accordance with this Guidance.

If you are granted a PTB, you may wish to discuss this with your child's school/college as they may be able to put you in touch with other parents who also receive a PTB. You could look into working collectively to ensure the best use of the PTB for all the children and families.

### Terminating the PTB agreement

- You can cancel your PTB at any time. However, if you do, the Council cannot arrange alternative transport until the start of the next term.
- If you cancel, you must also inform anyone you have hired or contracted under the PTB.
- If the Council decides to end your PTB, you will receive at least one month's written notice.

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## 10. Unsuccessful Applicants

If your child is not eligible for a PTB:

- You may be able to buy a concessionary seat on existing Council transport (if there is a spare seat). For more information you can read our spare seat policy on our website by visiting **Spare Seat Scheme and Post-16 support**
- Ask your child's school, college, or sixth form about bursary schemes that can help with travel costs.
- If your application for home-to-school transport is refused, you have the right to appeal. You will need to clearly state the specific parts of our Travel Assistance Policy which you believe have not been applied correctly and include or attach any relevant information to support your case. The decision will be reviewed within 20 working days and you will receive a detailed written notification of the outcome of the review.
- For more information about our complaints and appeals procedures, please visit **Appeals and complaints**

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## 11. Independent Travel Training

In line with the Council's aims and objectives to support independence and prepare young people for adulthood, and where appropriate employment, Independent Travel Training (ITT)



will be offered as an option. The Council will identify young people, and those who will be transitioning from compulsory education into Post 16, and above, who could benefit from ITT and contact their families with a view to undertaking an ITT assessment.

An ITT assessment will be carried out with the support of the family and/or school, to confirm the suitability of the young person for the one-to-one ITT programme, considering the following criteria:

- The likelihood of the pupil being eligible for SEND transport under the 16 to 19 policy
- Existing level of independent travel skills
- The age of the pupil
- The distance between home and school
- The SEND of the pupil
- The route which the young person would need to undertake
- Journey times using public transport and the complexity of the journey
- The frequency of the journeys required.

This assessment would take place before the pupil undertakes the ITT programme, which would last for approximately 8 to 12 weeks. During the programme, the pupil will travel to and from their education or training provision each day with their dedicated one-to-one ITT trainer both in the morning and afternoon from their home to the school and vice versa.

During the period when a pupil is taking part in ITT, this will be their Travel Assistance offer. At the end of the ITT programme, the Council will review the pupils' progress with the family to decide if it is appropriate for the pupil to continue to travel independently. If it is not appropriate for the pupil to travel independently, their Travel Assistance offer will be reviewed.

Although most young people are successfully supported to achieve and benefit immensely from becoming independent travelers, it is however acknowledged that for some young people, due to the nature of their SEND, ITT will not be appropriate.

For more information, visit **Independent Travel Training** on our website or email [SENDTtransport@wokingham.gov.uk](mailto:SENDTtransport@wokingham.gov.uk).

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### 13. Review of eligibility

If a young person is assessed as not eligible for Travel Assistance, the Council will not be obliged to re-assess the individual for the remainder of that academic year, unless the place of residence or education changes, except where an appeal is lodged in line with the appeals procedure.

**All Travel Assistance offered is subject to annual review, in line with Education Funding Agency Guidelines, and it is at the discretion of the Council.**

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## 14. Complaints and Appeals

### 14.1 What is the difference between an appeal and a complaint?

Complaints arise when you are unhappy about something, for example, you may feel you have not been dealt with properly or in a professional manner, that information given to you was incorrect or that there has been an unacceptable delay.

In the first instance, please contact the Community Transport Unit via email at [CTU.Group@wokingham.gov.uk](mailto:CTU.Group@wokingham.gov.uk). This includes queries or concerns relating to operational matters, such as timings, pick-up/drop-off arrangements, or issues with the transport operator.

For eligibility or policy-related queries, please refer to the SEND Transport Team at [SENDTransport@wokingham.gov.uk](mailto:SENDTransport@wokingham.gov.uk)

If further to this your issue has not been resolved, please follow the Complaints Procedure.

With an appeal, you may be perfectly happy with the way that you have been treated but feel that the wrong decision has been made and would like it re-examined. For these issues, please follow the Appeals Procedure.

### 14.2 Complaints Procedure

Complaints about the provision of Travel Assistance will be investigated in accordance with the Council's Complaints Policy.

The complaints policy can be found at: <https://www.wokingham.gov.uk/contact-us/complaints-and-compliments/>.

This does not apply to complaints about a refusal to grant transport, which will be dealt with through the Transport Appeals procedure (see below).

### 14.3 Appeals procedure

The law states that as a parent / carer, it is your responsibility to get your child to school. Only in a small number of cases does the Council have to provide help. Most Wokingham children are not eligible for free school transport.

There is strict eligibility criteria set out in national law and the Council's Home to School Travel Assistance Policy. If you believe the transport policy has not been applied correctly, then you may ask for the decision to be reviewed. You must contact us in writing within 20 days of receiving your initial outcome.

#### 14.3.1 Stage 1 – Review of decision

You will need to clearly state the specific parts of our Home to School Transport Assistance Policy which you believe have not been applied correctly and include or attach any relevant

information to support your case.

The decision will be reviewed within 20 working days, and you will receive a detailed written notification of the outcome of the review.

#### **14.3.2 Before submitting an appeal, please bear in mind the following:**

##### **➤ Parental/Student Responsibility for Travel Choices**

If you or your young person chooses to attend a further education establishment that is not the nearest suitable provider offering the required course, it is your responsibility to consider how travel to and from that establishment will be managed.

##### **➤ Walking Distance and Accompaniment**

If the student lives within 3 miles, it is expected that they will travel independently or with appropriate support. We are unable to consider parental work or personal commitments as a reason for being unable to accompany or support the student's journey. If it is assessed that the student can reasonably walk or travel independently (or with support), transport assistance will not be provided.

##### **➤ Medical Grounds for Appeal**

If your appeal is based on medical grounds (either for the student or the parent/carer), you must provide appropriate documentary evidence at the time of submitting the appeal. This may include medical letters or reports from a relevant professional.

##### **➤ Special Educational Needs and Disabilities (SEND)**

If the student has an Education, Health and Care Plan (EHCP), please contact the SEND Transport Team to discuss eligibility and arrangements for transport assistance. Decisions will be made in line with the student's assessed needs and the provision outlined in their EHCP.

#### **14.3.3 How to make a Stage 1 Appeal**

Refer to our appeals and complaints procedure on our website at [Appeals and complaints](#)

<https://www.wokingham.gov.uk/schools-and-education/school-information-and-services/travel-assistance-school-and-college/appeals-and-complaints>

#### **14.3.4 Stage 2 - Appeals Panel**

If you remain unhappy with the decision made at Stage 1, you will have 20 working days from the receipt of the Council's decision to make a request to escalate the matter to Stage 2 appeal. **Stage 2 can only be requested after Stage 1 has been completed**

Within 40 working days of receipt of your request, an independent appeals panel will consider written and/or verbal representations from both the parents and officers involved in the case and will give a written notification of the outcome within 5 working days.

No member of the appeal panel will have been involved in the original decision to decline Travel Assistance.

It is outside of the School Transport Appeals Panel's role to review the Policy itself. The Panel is also unable to consider school admission matters. If you decide to submit a Stage 2 Appeal, we ask that you clearly explain why you believe that the reasons for refusing your Stage One Appeal (provided within the Stage 1 Appeal Review outcome letter) do not comply with the Council's Home to School Travel Assistance Policy.

#### **14.3.5 How to make a Stage 2 Appeal**

You can request a stage 2 appeal by emailing [democratic.services@wokingham.gov.uk](mailto:democratic.services@wokingham.gov.uk)

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