

present your case in person to them. The decision of this Committee is binding on the Council and the parent. You must register your appeal in writing to the Admissions and Transport Team within 14 days of the date of the Panel's letter giving you the outcome of your review. The appeal will normally be held in Aylesbury, and whilst appeals are scheduled regularly throughout the year, there may be a delay before hearing your case.

However, if you think we did not deal with your application properly, you may want to complain formally through the County's Feedback and Complaints Procedure by writing to them at Feedback and Complaints, Buckinghamshire County Council, County Hall, Aylesbury, HP20 1UA.

Please remember, however, we cannot change the Appeal and Complaints Committee's decision.



## EXCEPTIONAL HOME TO SCHOOL TRANSPORT

Admissions & Transport Team,  
County Hall,  
Aylesbury,  
HP20 1UZ

Tel: 01296 383250  
Fax: 01296 383016  
Email: [educationtransport@buckscc.gov.uk](mailto:educationtransport@buckscc.gov.uk)

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Fax: 01296 383016  
E-mail: [educationtransport@buckscc.gov.uk](mailto:educationtransport@buckscc.gov.uk)



# EXCEPTIONAL TRANSPORT

The County Council is aware that there may be exceptional circumstances in which a parent feels that free home to school transport should be provided outside of the normal entitlement.

The process for making such an application is described as Exceptional Home to School Transport.

If we provide transport under this scheme, it will be for a fixed period or will be reviewed regularly.

In all cases evidence of low income must be provided.

You will need to contact the Special Educational Needs Team on 01296 382331 or email: [sen@buckscc.gov.uk](mailto:sen@buckscc.gov.uk) if your child has a Statement of Special Educational Need.

## WHAT ARE EXCEPTIONAL CIRCUMSTANCES?

The phrase “**exceptional circumstances**” refers to the circumstances of the child not the parent. Although illness or disability of the parents may be taken into account, parental work commitments or having a child, or children, in more than one school is not deemed “exceptional”.

Certain exceptional circumstances will usually be deemed eligible for transport. These are set out on the next page:

- **Pupil** has temporary or long term ill-health or disability that prevents them from using their normal means of transport. Application would need to be accompanied by supporting evidence from an independent professional person - i.e. Doctor, medical professional or health visitor.
- **Pupil** is living in temporary accommodation for safety reasons
- Your family has moved home and is in emergency temporary accommodation or a refuge
- The application is on behalf of a **child** in care and supported by Social Care Services
- You have moved house, your **child** is mid GCSE's and it is possible to continue to transport them to their current school on public transport or existing county provision

Any other exceptional circumstances will need to be viewed on a case by case basis.

## HOW DO I APPLY FOR HOME TO SCHOOL TRANSPORT IN EXCEPTIONAL CIRCUMSTANCES?

You will need to fill in the appropriate application form and send it with the required supporting evidence to the Admissions and Transport Team .

## WHAT HAPPENS IF YOU AGREE TO MY REQUEST?

Any exceptional transport application agreed will be for the set period of time during which the

exceptional circumstances prevail. Where agreement is given for ongoing situations, the circumstances surrounding the case will be regularly reviewed. Transport will be withdrawn if you do not supply the required evidence. We will contact you with details of your entitlement, and will tell you when your entitlement will end, or when we will review it. Client Transport will let you know what transport provision has been arranged. **It will normally take 10 working days** to put these arrangements into place once the decision to assist has been made.

## WHAT HAPPENS IF YOU REFUSE MY REQUEST?

You will be advised in writing if we are unable to agree to your request, and you should then make your own travel arrangements.

However, if you can provide further documentary evidence in support of your case within 7 days of the date of our letter, your case will be passed to our Transport Review Panel for further consideration. The Panel meets regularly throughout the year, and will advise you of their decision within five days of the meeting.

## WHAT DO I DO IF MY APPLICATION IS TURNED DOWN AT THE REVIEW STAGE?

When the Transport Review Panel are unable to agree to your request, then you have the right of a final appeal through the Appeals and Complaints Committee, and you will be able to