

City of York Council

Guide to Education Transport Provision



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Introduction

The City of York Council are committed to facilitating access to education for young people within our community. As part of our responsibility, we provide transport assistance to eligible students to ensure they can reach their educational institutions conveniently and safely. This guide aims to provide clarity on eligibility criteria and the types of assistance available to help parents/carers and young people make informed decisions about their transportation needs.

Our transport provision services are categorised based on the age of the young person:

- 1. School Age** – Children from Reception age to the end of year 11 (5-16 years old)
- 2. Sixth Form Age** – Young people from year 12 to 14 (16-19 years old)
- 3. Post 19** – Young people from year 14 to 20 (19-25 years old)

Children and young people may be eligible for assistance with transport either on a SEND basis or a mainstream basis.

Types of Assistance

To help you better understand the assistance options available, we offer several forms of support, including:

- 1. Bus Pass** – Eligible students may receive a bus pass that allows them on either a public bus or a school bus (school and route dependent) at no additional cost. This option is commonly available for school-age and sixth-form students.
- 2. Personal Transport Budget** – In some cases, parents/carers and young people may receive a personal transport budget. This budget provides flexibility to arrange transportation tailored to individual needs. This option is suited to students with additional needs.
- 3. Taxi/Minibus Service** – For students with specific requirements, such as medical conditions or disabilities, we may provide a taxi service to ensure safe and comfortable travel.
- 4. Other forms of assistance** – In unique circumstances, we may explore alternative transportation solutions to meet your specific needs. This will be dependent on the cost being less than what it would be to transport the young person in existing council funded transport and if there is no other way for the young person to get to their educational provision.
- 5. YILTS** - York Independent Living and Travel Skills (YILTS) are here to assist children and young people with SEND to enable them to become more independent whilst travelling around York. We have a team of travel trainers who support young people with additional needs to be able to walk, cycle or get the bus to their educational establishment.

Our commitment to responsible budgeting

City of York Council operates within budget constraints, ensuring that public funds, including your taxes, are utilised effectively and sustainably. Our aim is to allocate resources fairly and consistently, ensuring that every young person who needs assistance accessing education receives it.

The overall home to school transport cost for the 2024/25 financial year was £4,583,000 this includes school buses as well as taxi and minibus transport.

While our main priority is getting young people to their education provision safely and comfortably we always have be mindful of the cost.

What is the cost of a taxi to school or college?

£22.36 per journey is the minimum cost for routes up to 5 miles. We pay extra per mile over this.

How much is the most expensive Journey we pay for?

£163.85 to an out of area specialist provision – this costs £62,263 for an academic year (190 school days)

How many young people travel in taxis to school or college?

An average of 540 young people access our taxis each day

What is the average cost per young person travelling in a taxi for a year?

£5,500

How many young people travel on the school buses?

An average of 1500 young people access our school buses each day who are eligible for free home to school transport. There are other young people who purchase concessionary passes to travel.

What is the average cost per young person travelling on the school buses for a year?

£815

DFE Guidance

The cost of delivering free home-to-school travel has increased significantly in recent years. It is important that local authorities take travel costs into account when planning the supply of school places. Capital expenditure, revenue costs and travel costs need to be considered together to ensure financial sustainability.

School Age

You will be eligible if:

- You are attending your nearest suitable primary school or secondary school (normally your catchment area school).
- The school is over 2 miles (primary) or 3 miles (secondary) – these are the statutory walking distances in the local government guidance.
- You have special educational needs or a disability which prevents you from walking to school even when accompanied by a parent/carer.
- You live under the statutory walking distance but the route is considered unsafe even when accompanied by a parent/carer
- You live in a low income household and are attending one of your 3 nearest available schools which are more than 2 miles from your home.
- You live in a low income household and have been allocated a place at your nearest secondary faith school due to your religious beliefs. This school must be over 2 miles from your home.

FAQ's

What benefits do I need to receive to qualify under the low income criteria?

If you are entitled to Free School Meals you will qualify. You may also qualify if your family receives working tax credit but this needs to be the highest level – so no reductions due to income. You can check this on the information about how they work out your tax credit – it will state 'no reduction due to income'. Working tax credits will be replaced with universal credit in the future.

My family are on a low income. What is considered my nearest 3 schools to qualify for a bus pass?

This would be any of the 3 nearest schools which were available to you at the time you applied to attend your current school had you requested it. For example, if an oversubscribed school (that isn't your catchment) is one of the 3 nearest schools it would not qualify as a nearer school as you wouldn't have got a place there at the time of application. We measure the distances on our computer mapping system which is used for the purpose of school admissions as well as transport.

I am attending my school on the grounds of religion will I get transport as it is further than the statutory walking distances?

You will only qualify if you meet the low income criteria. Assistance to faith schools was a discretionary provision which was withdrawn several years ago.

My parents chose a school which is over the statutory walking distance from my home but there is another school nearer which could meet my needs. Do I qualify?

Not unless you meet the low income criteria – parents are entitled to choose any school for their child wherever that may be, but the responsibility to get them there remains with them. When making their choice it is advisable that they consider how you would get there taking into account the distance from your home, the public transport routes and the cost.

My parents have separated, and I live with them both equally, will I get a bus pass or taxi from both addresses?

If you are eligible for transport from both addresses, we will normally only offer transport assistance from one address. We will take into account which address was supplied at the time of your admission to your school, which address is registered with your doctor, who receives any child benefit payments.

I have been allocated a new school via a Fair Access Meeting which is much further from my home, will I be given transport?

We would advise you to apply for transport explaining your circumstances and we will look at this on a case-by-case basis. If your change of school was due to a permanent exclusion or managed move it is likely we would offer a bus pass if you meet the distance criteria.

I have an Education, Health and Care Plan (EHCP). Am I entitled to transport?

Not necessarily – it would depend if your SEND means that you are unable to access your education without help from us. If you are attending your nearest suitable school to meet your needs and live too far from that school you will be eligible for assistance.

I live under the statutory walking distance from my nearest suitable school but I am unable to walk there due to my SEND. Will I qualify for assistance?

If you are unable to walk to school for any SEND reason you will qualify for assistance. This is taking into account whether you could manage the journey if you have someone to accompany you. This means that if you are physically capable of walking we would consider the length of the route and the difficulties you may encounter on your way to and from school. We would consider your SEND by looking at your EHCP and/or the points you have made on your application form.

I have SEND without an EHCP – will I be entitled to transport?

You may be entitled to transport without an EHCP if you are unable to walk to school because of your SEND, we look at each application on a case-by-case basis so we would advise you to apply and we can look into this for you.

I am less than the statutory school age of 5 and attending nursery education, but I have an EHCP. Will I be entitled to transport?

We do not have a statutory duty to provide transport to a child that is less than the statutory

school age of 5, but where the child has an EHCP and is attending specialist nursery provision, we will look at the circumstances and treat each application individually. Your family may need to provide supporting evidence to back up their reasons why they are unable to accompany you to your nursery setting.

DFE Guidance

Home-to-school travel is an integral part of the school system. It ensures no child of **compulsory school age** is prevented from accessing education by a lack of transport or the cost of transport.



Safe Walking Routes and distances to school or the bus stop

Where there is a safe place to walk to either a school or bus stop, young people are expected to walk up to the statutory walking distances unless they have special educational needs or a disability which prevents them from doing so.

- 2 miles to primary school
- 3 miles to secondary school
- 1 mile to a bus stop

Safe walking routes are considered using the following criteria:

- Public bus stops are available along the route
- There are maintained grass verges or suitable surfaces enabling the pedestrian to step off the road when a vehicle comes along
- Road speeds and availability of footpaths
- Street lighting

FAQ's

Will I be expected to get to the bus stop if it is not outside my house?

Yes, taking into account what is reasonable to expect – for example, would you normally be safe to get to a bus stop if you needed to for other reasons, or is it really difficult to get to due to crossing or walking along busy main roads with no paths or lights, or if it would mean walking further than the statutory walking distances to get there. We would expect parents/carers to accompany their child if this was considered necessary.

If I live in a village or locality which is further than the statutory walking distance from my school, or it is unsafe to walk there, will I get transport assistance?

If you are attending your catchment area school we will usually provide assistance in the form of a bus pass on either a public service bus or a dedicated school bus.

If it is not your catchment school you may qualify under the extended rights criteria which is where you attend one of your nearest 3 schools and are on a low income.

How do I know if my route to school is unsafe?

If there are no footpaths, no lights and very busy roads to navigate you will normally be living on an unsafe route to school. If you would normally manage the journey to get to social events you should consider the route safe. Young people are expected to be accompanied where necessary.

DFE Guidance

When a local authority assesses whether the distance between a child's **home** and their school is further than the statutory **walking** distance, the route they measure must be the shortest route along which a child, accompanied as necessary, may **walk** in reasonable safety. This is not necessarily the shortest distance by road. The route may also include footpaths, bridleways, other pathways and alternative entrances to the school

A child is eligible for free travel to school if:

- They attend their nearest suitable school, and
- It is within the statutory **walking** distance of their home, and
- The nature of the route means they could not be expected to **walk** there in reasonable safety even if accompanied by their **parent**, and
- There is no alternative route within the statutory **walking** distance that they would be able to **walk** in reasonable safety, even if accompanied by their **parent**.



Parental Responsibilities

Walking to school and accompaniment

Although government guidance sets out the statutory walking distances this does not mean that young people are forced to walk this far if their parents would prefer them to travel to school by other means. Parents have a responsibility to ensure their child gets to school and many parents choose to buy a bus pass or encourage cycling instead of walking.

Parents/Carers are expected to accompany the young person if they feel it is unsafe for them to travel alone. This may be due to their age, the route to school or the bus stop or because they have special educational needs or disabilities which make it unsafe for them to travel without accompaniment.

We will take into account any special circumstances where parents may be unable to accompany their child but on the whole, there is an expectation that parents should make arrangements for their child to get to school.

DFE Guidance

A child will not normally be eligible for free travel to school on the grounds of their **special educational needs, disability or mobility problem**, or on the grounds that the route is unsafe, if they would be able to **walk** to school if they were accompanied. Where the local authority determines that a child would be able to walk if they were accompanied, the general expectation is that the **parent** will accompany them or make other suitable arrangements for their journey to and from school. A child will not normally be eligible solely because their **parent's** work commitments or caring responsibilities mean they are unable to accompany their child themselves, but local authorities must act reasonably in the performance of their functions.

Being there when a young person arrives home

Parents/Carers must ensure that they are at home if their child is travelling in a council funded vehicle which offers a door to door service.

- The taxi crew are not able to offer a child minding service as they normally have other commitments after bringing the young person home.
- If the young person is able to let themselves in parents **MUST** have communicated this to the taxi company in writing. They can do this on the application form when applying for their transport provision.
- If in the case of an emergency parents are unable to be at home they must contact the Streamline office or the CYP transport team to inform them and discuss what contingency plan can be put in place

- If there is no-one at home when the taxi arrives the driver will call the Streamline school office who will try to contact the parents. If they are unable to contact parents the driver will complete their run and then return to the house. If there is still no parent at home they will return the child to school.

Attendance

Home to school transport is put in place for eligible young people to enable them to access their education. We do not have responsibility to ensure attendance at school this is the responsibility of parents. If a young person doesn't get in the vehicle for any reason the parent would be expected to take them to their education provision.

FAQs

Will my taxi wait for me if I'm not ready to get in it yet?

The taxi will normally wait a maximum of 5 minutes for you to come out of the house to get in to the vehicle. This is because they have to ensure other young people get into school on time as well as yourself or they may have other journeys scheduled after yours.

Will you send another vehicle to get me if I miss my regular taxi for any reason?

No it will be your parents' responsibility to get you to school. We have fulfilled our duty by supplying you with a vehicle to get to school at the start of the school day.

DFE Guidance

Parents are responsible for ensuring their child attends school. This means they must take all the action necessary to enable their child to attend school.

For most **parents**, this includes making arrangements for their child to travel to and from school. Local authorities must make arrangements, free-of-charge, for eligible children to travel to school

Parental Choice of School

- Parents are entitled to choose any school they think most suitable for their child but unless it is considered the nearest suitable school to meet the needs of the child, there is not an entitlement to council funded transport being put in place.
- When choosing the young person's education setting, parents are advised to consider how they will get there and the cost.
- There are various reasons why parents choose to send their child to a school which is not their nearest suitable or catchment school but the responsibility for transport arrangements will normally rest with them.

- If a parent of a child with an EHCP asks for a school which is not their nearest suitable school to be named in the EHCP the SEN Caseworker will consult their nearest suitable school along with the parents' preference school. If the nearest suitable school says that they can meet the child's needs, the costs of transport to the parent's preference will be considered. Before naming the parent's preference in Section I, Parents will be informed whether they will have to take responsibility for the transport costs to get to their preference school.

FAQs

I have received a letter about attending a UTC when I go into year 10 and I would like to go as the course sounds like it would suit me but there aren't any UTC's in York, will I qualify for transport to another city?

The answer to this is no because this is your choice and we would be able to offer you a suitable education in a York school. When deciding whether to attend a UTC you must take into account the transport route there (How easy is it to get there? Is there a bus or train service? How much will it cost?).

I have moved home within York and I want to stay at the same school. Will I get help with my transport?

If you are unable to change schools to your nearest suitable, we may offer you assistance to get to your current school. Some reasons we may take into account are that you may be in the middle of your GCSE course and no other school can match your subjects. No school nearer to your new address has a space (we would expect your parent/carers to apply for schools in your new area and if refused you would be on the waiting list). None of your nearer schools can meet your needs.

I have moved out of the area but want to stay at my York school will you offer me transport assistance?

No – if you have moved into a different local authority area it will be their responsibility to offer transport assistance if you are entitled to any. Please contact your new Local Authority to find out if you are eligible.

My parents prefer a school which is further away than my nearest suitable or catchment school and I have an EHCP will I get transport there?

Not necessarily, if your nearest suitable school could meet your needs and your parents want a school further away, we would look at how much it costs to transport you to this school instead of your nearest suitable school. If the costs are more then we would most likely not offer any transport assistance.

DFE Guidance

'Suitable school' does not mean the **most** suitable school for a child. Schools are able to meet a wide range of needs. The nearest secondary school to the home of a child of secondary

school age, for example, will almost always be their nearest suitable school (provided it would be able to admit them).

Children with EHC plans

Where a child has an **EHC plan**, the school named in the plan will **normally** be considered to be their nearest suitable school.

Where a **parent** would prefer their child to attend a school that is further away from their **home** than the nearest school that would be able to meet their needs, the local authority should consider whether arranging travel to the preferred school would be incompatible with the efficient use of resources.

If the local authority determines that providing travel to the **parent's** preferred school would be incompatible with the efficient use of resources, the local authority may:

- Name a different school that would be appropriate for the child's needs (this may be the nearer school), or
- Name the **parent's** preferred school on the condition that the **parent** arranges the travel or provides some or all of the cost of the travel, or
- Name the **parent's** preferred school on the condition that they arrange the travel (or provide some or all of the cost) and name a different school that would be appropriate for the child's needs and to which the authority would provide transport.



Sixth Form Age

There is no statutory duty to provide home to school transport for this age group. The council offer assistance on a discretionary basis.

Young people attending mainstream provision such as a school sixth form, Askham Bryan College or York College qualify only if they meet the following criteria:

- You live in a low income household
- You are in receipt of low income benefits
- You are attending your nearest school or college to offer your chosen course of study
- You live over 3 miles from the school or college

Young people who have an EHCP qualify if they meet the following criteria:

- For the same reasons as young people attending mainstream provision as above
- If you are unable to access your provision without travelling in a council funded vehicle
- If your family provide evidence that they can't assist you to get to your provision
- That your provision is named in Section I in your EHCP

FAQ

I am moving into sixth form at my school and was entitled to a bus pass previously – will I still get one?

Only if you qualify under the low income criteria, otherwise you will have to buy your bus pass either from the public service provider or York Pullman, our dedicated school service provider.

What benefits do I need to receive to qualify under the low income criteria?

If you are entitled to Free School Meals you will qualify. You may also qualify if your family receives working tax credit but this needs to be the highest level – so no reductions due to income. You can check this on the information about how they work out your tax credit – it will state 'no reduction due to income'. Working tax credits will be replaced with universal credit in the future.

I have an EHCP and I previously travelled in a taxi to school will I still be eligible to travel in a taxi now I have changed my education provision?

When we receive your application we will take into consideration where your educational establishment is located, what the bus services are like from your home and whether you have any support from home to get there. We may offer some support from our Independent Travel Training team (YILTS) to enable you to get to your education on the public service bus or some other alternative means.

I am unable to travel on a public bus can I get a taxi?

We would have to look at the reasons why you can't travel on a bus. We may offer you independent travel training to help you manage the bus. We will also need to know why your family can't support you to get there. If we can see that you won't manage public buses, and you have no alternative options, we will assist you to get to your education in a shared taxi.

DFE Guidance

The statutory responsibility for transport for 16-19 year olds (who have started a course before their 19th birthday) rests with local authorities. Local authorities have a duty to prepare and publish an annual transport policy statement specifying the arrangements for the provision of transport, or otherwise that the authority considers necessary, to make to facilitate the attendance of all persons of sixth form age receiving education or training.

The sixth form age duty applies to young people of sixth form age and young people with EHC plans up to age 25 where they are continuing on a course started before their 19th birthday.

The overall intention of the sixth form age transport duty is to ensure that:

- Learners of sixth form age are able to access the education and training of their choice; and
- If support for access is requested, this will be assessed and provided where necessary.



You are eligible for assistance if you have an EHCP and meet the following criteria:

- If you are unable to access your provision without travelling in a council funded vehicle
- Your provision has been named in section I of your EHCP
- You are attending a course which you started after your 19th birthday
- Your family is unable to assist you to your provision
- You have undertaken an assessment around your ability to travel independently

FAQ

My EHCP is ending, will I still be entitled to transport once it ends?

No, we provide transport to education provisions only, if your EHCP is ending then you are no longer in an education placement.

DFE Guidance

The overall intention of the adult transport duty is to ensure that:

- Those with the most severe disabilities with no other means of transportation are able to undertake further education and training after their 19th birthday to help them move towards more independent living.

The adult duty applies only to young people who are attending a course which they started after their 19th birthday, including those with EHC plans.



Appeals/Reviews

If you are unhappy with the result of your transport application you do have the right to appeal against the decision.

You have the right of appeal against any decision we make in relation to transport for a young person.

Some examples of decisions you can appeal against are:

- refusal to provide transport assistance
- transport arrangements which you feel are unsuitable for the young person's needs
- transport arrangements which you feel the young person would be unable to access
- you disagree with the route that has been used to measure the distance to the young person's school, or you think it is unsafe. Please remember that it is your legal responsibility to make sure the young person is accompanied on the journey to school if you think this is necessary

Stage 1

You must put your appeal in writing to ask for a review of the transport teams' decision. You will need to clearly state why you feel the original decision was wrong. If you have any additional information which was not submitted in your original application you can provide it here. Please try to include any evidence if available for example a professional's letter. A senior officer will then consider your representation and decide if the original decision was incorrect according to policy or if your reasons warrant awarding transport assistance on a discretionary basis. They will then inform you of their decision in writing. If they feel the original decision was correct you will be informed that you have the right to go to stage 2 of the process.

DFE Guidance

Stage one provides an opportunity for the local authority's school travel team to review their decision. The process should allow a parent 20 working days from the day they received the local authority's school travel decision to submit a written appeal. This should explain why the parent believes the local authority should review its decision and include any information they would like to be considered as part of the review.

A senior officer in the local authority's school travel team (or in the team's line management chain), should review the decision in light of the information provided by the parent. Some local authorities arrange for the review to be conducted by a panel of senior officers, rather than an individual, but this is not mandatory.

Within 20 working days of receiving a parent's appeal, the senior officer(s) should notify the parent in writing of the outcome of the appeal. They should clearly explain:

- whether they have upheld the local authority's original decision;
- why they reached that decision;
- how the review was conducted;
- the factors considered in reaching their decision;
- any other agencies or departments that were consulted as part of the review.

Where they have upheld the original decision, they should also explain how the parent may escalate their appeal to stage two of the process.

Stage 2

If the senior officer has decided not to uphold your appeal, you have the right to ask for a review by an independent appeal panel. The panel will consist of 3 executive members who will listen to your points and will consider the points made by the Local Authority and then make a decision. This meeting will be offered as an in person meeting either face to face or on a meeting platform such as Microsoft Teams. After the meeting you will be informed in writing of the decision and, if you wish to take it further, how to make a complaint to the Local Government Ombudsman.

DFE Guidance

Stage two provides for impartial re-consideration of the case. The process should allow a parent 20 working days from the day they received the outcome of stage one to notify the local authority in writing that they wish to escalate the matter to stage two, and to provide any additional information that they wish to be considered in light of the stage one decision.

The local authority should make arrangements for an independent panel to review the case. The panel members should be independent of the original decision-making process but need not be independent of the local authority. They should have the knowledge, skills and experience to ensure that the local authority complies with its statutory duties, that a balance is achieved between meeting the needs of parents and of the local authority, and that children are not placed at unnecessary risk.

The local authority should enable any parent that wishes to, to attend an appeal hearing, virtually or in person, to present their case. Where a parent does not wish or is unable to attend a hearing, the panel should make its decision based on the parent's written representations.

The review should take place within 40 working days of the parent notifying the local authority that they wish to escalate their appeal to stage 2. The panel should consider information provided at stage one of the appeal as well as any additional information provided and any oral representations made at stage two.

Within 5 working days of completing its considerations, the appeal panel should notify the parent in writing of the outcome of their review. They should clearly explain:

- whether they have upheld the local authority's original decision;
- why they reached that decision;
- how the review was conducted;
- the factors considered in reaching their decision;
- which other agencies or departments were consulted as part of the review, if any.

Local Government Ombudsman (LGO)

You have the right to make a complaint to the LGO if you feel that the application and appeal process have not been administered correctly or if you consider our policy to be wrong according to the DFE guidance. The LGO will consider the following points:

- the council's policy for providing help with transport is not objective, clear and fair
- the council failed to apply their policy properly or fairly
- the council did not take relevant information into account in reaching its decision, or took irrelevant information into account, or
- the council delayed dealing with your application for help.

FAQ

I have been refused help with my child's transport costs to school. Can I complain to the Ombudsman?

Yes, in some circumstances. The Ombudsman cannot question the council's decision, if it took the decision properly and fairly. But they can consider your complaint if you think you were refused help unfairly, or because of a mistake, or because your request for help was not handled correctly.

You can complain to the Ombudsman if your child goes to a 'qualifying school'. They cannot deal with complaints about transport to an independent (private) school, unless it is named in your child's Education, Health and Care Plan.





Taxis and Minibuses

We have a contract with Streamline Taxis (York) Ltd. They provide minibuses and taxis to get our young people into their educational provision each day when they are unable to travel to school by other means. They are supported by Fleetways Taxis who are their subcontractors. The Streamline School office is the contact point for all parents for day to day enquiries about the timings of vehicles, cancellation of taxis etc.

We transport approximately 550 young people by taxi and minibus each day.

Allocation of vehicles at the start of the new school year

We forward your applications to Streamline before the summer holidays. Streamline look at the Individual Travel Plan's and young people's home addresses and allocate them a place on a vehicle. During the summer holidays you will be informed who the young person's taxi crew are going to be. The driver will contact you to inform you of the pick up time and you and the young person will be offered the chance to meet them, if you wish to, prior to the start of term.

Taxi Crew Training and Checks

All of the drivers and passenger transport assistants (PTA's) who work on our school contracts have an enhanced (Child Barred List) DBS check and also attend a safeguarding and diversity awareness course. This equips them with the skills to ensure the young people get to their education as comfortably and calmly as possible. The taxi crew do not receive training which qualifies them with the same skills as staff who work in specialist environments such as schools. They will sometimes take part in additional training at the school to receive advice about an individual's needs. They are not trained or permitted to physically restrain young people, however they will always do their best to ensure the safety of all passengers travelling in their vehicle.

1:1 Taxis

A lot of parents would prefer their child to travel in a taxi on their own, particularly those with sensory issues. Our duty is to provide suitable transport to enable young people to get to their education safely and sustainably. We do not have the capacity or finances to offer single use taxis for any young person unless it is absolutely necessary. When we went through the Covid epidemic many taxi drivers changed careers, the market has never recovered and so there is a shortage of drivers and subsequently vehicles which are available to us at peak times. In many cases where we need to transport a young person on their own we have to do a shuttle run outside of normal school opening and closing times. The only time we can consider a 1:1 taxi is when there is a significant risk of harm to the young person, other passengers or the taxi crew.

Passenger Transport Assistants

We will allocate a PTA to a vehicle where it is necessary. Our minibuses which run into Applefields and Hob Moor Oaks special schools normally have a PTA on board. When completing your application you are asked why you consider the young person needs a PTA. We only allocate a PTA where the young person requires assistance on the journey which cannot be fulfilled by the driver.

Medical PTA's

In special circumstances where a young person is likely to require emergency medication on occasions our PTA's can be trained by a medical professional to administer it. This has to be agreed by the transport team, parents and the school. They will not administer routine medication.

Taxi Timings

The maximum length of the journey is recommended to be:

- 75 minutes for secondary aged young people
- 45 minutes for primary aged young people

The taxi company are responsible for plotting the taxi routes taking into account where young people live, the capacity of the vehicle and how long young people can be reasonably expected to travel in the vehicle. When planning the journeys they take into account the traffic congestion in York which, especially at peak times, is considerable. The route is planned to ensure that young people arrive at their education provision at the start of the day. On occasions the vehicle may be late due to circumstances beyond the taxi crew's control. If they are going to arrive more than 10 minutes late, if there is a PTA on the vehicle you will be contacted to inform you of the estimated time of arrival.

Behaviour on the Vehicles

It is recognised that the young people we transport have varying needs and there are some occasions where they may become dysregulated. Our taxi crews will always do their best to

help a young person to calm down and continue with the journey comfortably. This is where the completion of an ITP is so important, offering information and advice to the taxi crew who can never know the young person as well as their families. If a young person causes harm to themselves, other passengers or the taxi crew, we may have to review their transport provision. It may be that they need a different sized vehicle, a new taxi crew or to travel with different young people. We will always look at ways to resolve any issues as quickly as we can. Sometimes it may be necessary to suspend the transport provision while we complete a risk assessment with the input of the family, education establishment and the taxi company.

FAQ

I will struggle to manage in a shared vehicle, are there any alternatives?

It is very unlikely that we would offer a one-to-one vehicle, these are only granted in extreme circumstances. If you cannot manage in a shared vehicle, then alternatively we can offer you a Personal Transport Budget (PTB) where we will pay your parent/carer(s) 60p per mile for transporting you to your school or college.

I am not happy with my allocated pick up time as my parents need to leave to go to work before this – can I change it?

Unfortunately we are unable to work around parents' other commitments. Routes are carefully planned to take into account journey times and to ensure young people arrive on time. If you contact us we will check to see if there is anything we can do but can't agree changes unless they have no impact on the planned route.

Personal Transport Budgets

Some parents would prefer to take the young person themselves or the young person may not be able to manage in a shared vehicle. We offer a payment of 60p per mile for 4 journeys per day enabling a parent to drive to the education establishment and home again twice a day.

We are also able to consider other options to enable a parent/carer to get the young person to their education provision:

- Providing a bus pass for the parent/carer
- Paying for breakfast and after school clubs for younger siblings
- Cycling costs
- Paying a contribution towards a privately booked taxi (not a school contracted taxi)
- Any other reasonable requests for assistance instead of using a council funding vehicle

A PTB or any payments to families will only be awarded on the basis that the financial cost to the local authority is less than it would be to provide a place in a council funded vehicle.

Individual Travel Plans

When you apply for transport on the basis of the young persons' SEND there is a section on the application form which asks you questions about their needs while travelling on a vehicle. We ask these questions to try and allocate seats to young people with similar needs to each other. This is not always possible and is dependant on the locations of home addresses and what education establishment they attend. The ITP also helps the driver and PTA to manage the journey by being aware of any triggers to, and how to de-escalate any dysregulation while the young person is travelling on the vehicle.

An example of the questions we ask are as follows:

- Does the student have specific seating requirements (e.g car seats, wheelchair space)?
- Does the student require a PTA?
- Does the student have any Medical Conditions which we need to be aware about?
- Does the student generally enjoy travelling in a vehicle?
- How does the student communicate and will they enjoy interacting with other passengers and the taxi crew on the journey?
- Please briefly describe what will help the student to become more able to relax and enjoy the trip in the vehicle?
- Does the student have any sensory needs which may impact on them in a shared vehicle?
- If the student becomes dysregulated or upset, are there any triggers or warning signs that we might notice? Please tell us how best to de-escalate any situation if this happens?

We will periodically ask families to update this information as the young person changes educational provision or if their age means they may have different needs than those at the start of their transport experience.



Discretionary Transport

There are occasions where family circumstances mean that the young person needs help to get to school on a temporary basis.

These are some of the circumstances where we can offer some assistance:

- The family have been housed in temporary accommodation
- A young person has an injury which means that they can't make their own way to their education
- The parent has an injury or illness which means they can't accompany the young person to their education

YILTS – York Independent Living and Travel Skills

The CYP team look at all transport applications and assess their capabilities to travel independently, we will then get in contact to arrange a meeting and a practical assessment. If you are assessed to be able to travel independently with support we will arrange more sessions to practice your journey and your independent travel skills. We look at the safest and easiest bus or walking routes and work with young people and families on these routes. We understand that transitions are hard and so we may agree to a council funded vehicle for the first few weeks of term to allow you to settle in on the condition of a YILTS assessment either after your first half term or first term at your new education provision.

We can discuss any anxieties you have and how we can support these. We work with a very wide range of young people with different needs and so we have experience of tailoring travel training sessions for all young people so they receive a bespoke service suitable for their needs.

YILTS is aimed at any young person who has an EHCP, we work with young people from around age 11 to age 25 if they still have an EHCP in place. We work on the home to school/education provision route but we can discuss other routes to work placements and we can revisit training if you move schools or move on to college or other further education as long as your EHCP supports this.

When you are assessed as able to travel independently, we will provide you with a bus pass free for one year to support you to get the bus to your education provision. You are welcome to get back in touch with us if your circumstances change and please say hello if you see us on the bus!

Independent travel training sets a precedent for the rest of a young person's life and the skills and confidence they develop by completing the training can be carried through to their adult placements or future jobs.

FAQs

My child has always travelled by taxi, what if they are not ready to travel by bus?

We work with young people to alleviate anxieties and improve confidence. Sometimes independence can be achieved very quickly in only a few sessions and sometimes this takes a lot longer. We continuously reassess the young people that we work with and can be flexible with the approach we take.

What if my child can't manage getting the bus on their own?

If we assess your child and everyone is in agreement that they are not ready for independent travel then we would look at making alternative transport arrangements for them.

My child will have to get two buses to their destination, what if they can't manage this?

We can work with the journey but if two buses is too much then we can look at how we could maybe support half way or just complete the return journey which would have less time constraints.

What if we have a change of circumstances health, housing, school etc?

We are happy to revisit training if circumstances change, if your health or mobility needs change then we could look at alterations that could be made to the route or adaptations or coping strategies that could be put in place. If you have moved your home address or school we can look at your new route and work with you to practice this.

DFE guidance

For many children, learning to travel independently is an important part of preparing for adulthood and will help them lead fulfilling adult lives. When making travel arrangements for eligible children with **special educational needs or disabilities**, local authorities may take account of how best to support them to develop independence. For example, they might consider whether a child who would otherwise travel in a taxi, might be able to travel on a public service bus if provided with support to do so, or whether a child who uses a wheelchair might be able to **wheel** to school rather than travel in a minibus, if provided with support to do so.

Parents may be anxious about their child's ability to travel independently. The child may also be worried about this. It will be important to work sensitively with them to help them understand the benefits of independent travel and to build their confidence.

Wherever possible, local authorities should offer independent travel training to school and who they think will be able to complete the programme.

Independent travel training is a tailored programme to help children with **special educational needs or disabilities** travel independently, for example by public transport or **walking**. Some children may need to participate in travel training again if their circumstances change, for example if they move school.

Once an eligible child can travel independently, their travel arrangements may need to be reviewed. For example, they may now be able to **walk** or catch a bus to school rather than travel in a taxi. Local authorities must not withdraw free home-to-school travel from an eligible child who does not successfully complete the travel training programme.

School bus services

We offer school bus passes to pupils attending their 'catchment school' but do not live within a safe walking distance or whose family are on a low income and they are attending one of their 3 nearest secondary schools.

These passes may be for dedicated home to school bus services or for public service routes.

York Pullman Bus Company provide our dedicated home to school bus services. Contact the [York Pullman Bus Company](#) with queries about timetables, new or lost passes and purchasing a concessionary place on a school bus for your child. Alternatively they can be contacted by telephone 01904 622992

[iTravel York](#) has information on public service buses covering areas that are not served by our dedicated home to school bus services

Schools who have their own dedicated school bus

The following schools have buses running to their schools from villages outside of the City centre.

Secondary Schools

Fulford School

- Part of South York Multi Academy Trust
- Has a catchment area
- City of York Council operate buses from the villages of Wheldrake, Elvington, Bishopthorpe, Acaster Malbis, Naburn, Dunnington and Kexby- Service numbers:- F21, F22, F23, F24, F25, F26, F27, F28, F29, F30 and F31
- North Yorkshire Council operate buses from the villages of Escrick, Stillingfleet, Thorganby Service numbers:- 093s, 094s, and 095s
- NYCC can be contacted on 01609 533693 or visit their website [North Yorkshire School Transport](#)

Huntington School

- Is a City of York Council Maintained school
- Has a catchment area
- City of York Council operate buses from the villages of Strensall, Earswick, Stockton on Forest, Holtby
- North Yorkshire Council operate buses from the villages of Buttercrambe, Upper Helmsley, Gate Helmsley, Holtby, Warthill, Sheriff Hutton, West Lilling, Claxton, Flaxton, Sand Hutton – Service numbers 289R, 290R operated by [Morse Coaches](#)
- NYCC can be contacted on 01609 533693 or visit their website: [North Yorkshire School Transport](#)

Tadcaster Grammar School

- This is a North Yorkshire School
- Part of The STAR Multi Academy Trust
- City of York Council operates buses here from the villages of Bishopthorpe, Copmanthorpe, Askham Bryan and Askham Richard
- From September 2025 any new starters at the school who wish to travel on the school bus will need to purchase a concessionary pass directly from the bus company.
- If a new starter has a sibling who are already on roll at the school they will be entitled to free travel until their sibling leaves in Year 11. This was agreed at the time of consultation when free travel was withdrawn.
- York Pullman operate this service their contact details are at the end of this guidance.

Faith Secondary Schools

Archbishop Holgate's CE School

- Church of England School allocates foundation and community places
- Part of Pathfinder Multi Academy Trust
- Has got a catchment area
- Some school buses run here but they are not operated by City of York Council
- East Riding Council operate buses from the villages of High Catton, Stamford Bridge – service numbers 748, ARC01 operated by [York Pullman Bus Company](#)
- East Riding Council can be contacted on 01482 393939

Manor CE Academy

- Church of England School allocates foundation and community places
- Part of Heartwood Learning Multi Academy Trust
- Has a Priority Area (not a catchment area) which consists of the catchment areas of Rufforth Primary, Poppleton Ousebank Primary, St Mary's VC CE Primary School, Askham Richard, Skelton Primary, Carr Junior Primary, Copmanthorpe Primary.
- Some school buses run here but are commercially operated so fares are charged
- Services run from the villages of Askham Bryan, Askham Richard, Copmanthorpe, Hessay, Rufforth, Skelton, Poppleton via Clifton and Acomb

Primary Schools

Poppleton Ousebank School

- Part of Heartwood Learning Multi Academy Trust
- School bus picks up from Hessay

St Mary's CE School

- Church of England school
- Voluntary Controlled school
- School bus picks up from Askham Bryan

Bishopthorpe Infant School

- School bus picks up from Acaster Malbis

Archbishop of York's CE Junior School

- School bus picks up from Acaster Malbis

How to apply for school bus passes

When we allocate school places for children entering Reception or Year 7 we will automatically contact those pupils who we think are eligible for help with travel to school.

If you are applying for passes outside of the normal admissions round for reception or Year 7 please see the How to Apply section on the following page.

How to apply

We have an online application process which can be accessed [here](#).

Contents

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| 1. Transport to school or college | 4. <u>Post-16 bus pass applications</u> |
| 2. <u>Special educational needs and disabilities applications</u> | 5. <u>Low-income applications</u> |
| 3. <u>Pre-16 bus pass applications</u> | 6. <u>Discretionary applications</u> |
| | 7. <u>Personal Transport Budget</u> |

1. From this screen you can choose which application form to complete.
2. All SEND applications (School Age, Sixth form age and Post 19).
3. All mainstream applications for school age children without any SEND applying under the home to school transport policy.
4. All sixth form age applications for a mainstream school or college for young people with no SEND.
5. Low Income is for school age applications where parents are applying on the grounds of low income over 2 miles from school and attending 1 of their nearest 3 available schools.
6. Discretionary applications where circumstances are such that short term transport is required for example where someone is living in temporary accommodation or has a medical problem such as a broken leg. This can be used where parents have a short term issue and need assistance to get the young person to school when they normally accompany them.
7. This is a simple form to apply for a Personal Transport Budget, usually filled in when transport has already been agreed on grounds of SEND.



Our transport policies

Home to School Transport Policy – 4 to 16 Year Olds

Post 16 Transport Policy Statement – 16 to 25 Year Olds

Links to our transport policies can be found on our website [here](#)

DFE Statutory Guidance

- [Travel to School for children of compulsory school age](#)
- [Post-16 transport and travel support to education and training](#)

Contact Details

CYP Transport Team

City of York Council
Directorate of People
West Offices
Station Rise
York YO1 6GA

T: 01904 551554 option 1

e: cyp.transport@york.gov.uk

Streamline Taxis

Streamline Taxis (York) Ltd
Cromwell House
7 Cumberland Street
York YO1 9SW

T: 01904 615288

e: transport@streamlinetaxisyork.co.uk

York Pullman Bus Company Ltd.

York Pullman Bus Company Ltd.
Wetherby Road,
Rufforth,
York,
YO23 3QA

T: 01904 622992

e: schools@yorkpullmanbus.co.uk

If you would like this document in an alternative format, please contact:



(01904) 551550



ycc@york.gov.uk

It is available in the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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For further information: West Offices, Station Rise, York YO1 6GA