

# Southampton City Council School Travel Service and Post-16 Travel Service Policy 2024-2025



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School Travel Service and Post-16 Travel Service Policy 2024-2025			
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## Introduction

- I. This policy sets out Southampton City Council's approach to the operation of the school travel service in Southampton. It sets out the council's statutory requirements along with local policy. The legal responsibility for ensuring a child's attendance at school rests with the child's parent or carer. Parents or carers are generally expected to provide travel arrangements for their child/children to travel to and from school.
- II. The purpose of this policy is to set out the framework within which Southampton City Council will deliver its statutory responsibilities to provide travel support for eligible children under the Education Acts 1996 and 2011, and the Equality Act 2010.
- III. This policy applies to children, students, and adult learners whose permanent home address is within the administrative boundaries of Southampton City Council. Children and young people studying in but not resident in Southampton should refer to the relevant transport policies issued by the local authority in their resident area.

## Legislative Context and other Related Documents

- I. This policy considers how Southampton City Council will deliver its statutory duties to provide travel support as set out in the Education Acts, which outline the categories of children and young people of compulsory school age (age 5-16) who are eligible for local authority funded travel support.
- II. This policy fulfils the requirements of Section 509 of the Education Act 1996 as amended by the Education Act 2002 and the Apprenticeships, Skills, Children and Learnings Act 2009 in relation to post-16 learners.
- III. This policy considers the requirements of the Equality Act 2010.
- IV. This policy also reflects the requirements set out in:
  - Department of Education's travel to school for children of compulsory school age statutory guidance for children of compulsory school age, June 2023
  - Department of Education's Post 16 transport and travel support to education and training statutory guidance for local authorities, January 2019
  - Part 5 of the Transport Act 1985

## **1. Travel Support (Early Years – Age 16)**

### Early Years Travel Support

- 1.1. There is no legal entitlement to travel support to and from a nursery, school or early years provision settings for children below compulsory school age.
- 1.2. In most cases, travel support will not be available under this policy for children travelling to nurseries or other early years settings who are below compulsory school age.
- 1.3. Children attending specialist early years provision with an Education Health and Care Plan (EHCP) or through agreement for an Education Health and Care assessment, will be considered for travel support on a case-by-case basis.
- 1.4. Where travel support is agreed by Southampton City Council, consideration will be given as to whether the parent or carer can be expected (where reasonable and appropriate) to accompany their child/children whilst they are travelling and make arrangement for their return journeys.

### Compulsory School Age (Primary and Secondary)

- 1.5. Southampton City Council has a duty under the Education Acts 1996 and 2011 to provide free of charge travel support for 'eligible children' of compulsory school age.
- 1.6. Children aged under the age of 5 attending school in a Reception class will be considered to be of compulsory school age for the purpose of this policy and therefore qualify for travel support if they meet the eligibility criteria set out in this section.
- 1.7. Children of compulsory school age attending the nearest suitable school are eligible for free of charge travel support where the nearest suitable school is:
  - A distance of more than 2 miles from their home if the child is below the age of 8
  - A distance of more than 3 miles from their home if the child is over the age of 8
- 1.8. Children will be eligible for travel support under 'extended rights' where the child is entitled to free school meals, or their parents or carers are in receipt of the maximum level of Working Tax Credit or Universal Credit (with an earned income of no more than £7,400) and:
  - The nearest suitable school is more than 2 miles from their home (for children over the age of 8 and under the age of 11)
  - The school is between 2 and 6 miles from their home (if aged 11-16) and there are not three or more suitable nearer schools
  - The school is between 2 and 15 miles from their home and is the nearest school preferred on the grounds of religion or belief, if, having regard to that religion or belief, there is no suitable school nearer to their home (aged 11-16)
- 1.9. Travel support will be provided if the nearest suitable school is measured as being nearer than the eligibility distance, but the child cannot be reasonably expected to walk (even if accompanied by a parent or carer) because the nature of the route is assessed to be unsafe to walk, and there is no alternative route within the compulsory walking distance that they would be able to walk in reasonable safety, as agreed by Southampton City Council. To assess whether a route can be walked in reasonable safety, Southampton City Council will consider the whole route. For example, this will consider a range of risks such as whether routes have crossing controls or the speed of traffic.
- 1.10. Assessment for travel support will be determined once a school place has been allocated by Southampton City Council to a suitable school. Where a child's nearest school is

oversubscribed and unable to offer them a place, the nearest school with places available is their nearest suitable school for school travel purposes.

- 1.11. Where the child is not attending their designated catchment or nearest suitable school due to parental or carer choice, and does not meet the extended rights criteria, the child will not normally be entitled to travel support.
- 1.12. For some children living within the Southampton City boundary, their nearest suitable school may be situated outside of the Southampton City boundary. Southampton City Council will consider travel support to a neighbouring local authority school, if it is the nearest suitable school to the child's home address.
- 1.13. Children who are not eligible for travel support under the eligibility set out in this section may qualify under the 'Exceptional Circumstances Criteria' (see Section 3).

#### Parents or Carers with a Disability

- 1.14. Where a child lives within walking distance of the nearest suitable school (or designated school if it is not the nearest) but the route to school relies on a parent or carer with a disability accompanying that child for it to be considered safe, and the parent or carer's disability prevents them from doing so, the child may be eligible for travel support. This will be determined by Southampton City Council on a case-by-case basis and will require medical evidence of the parent's or carer's disability.

#### Special Educational Needs, Disabilities and Limited Mobility

- 1.15. Southampton City Council will consider the provision of travel support to and from the nearest suitable school on a case-by-case basis, based on the needs of children of compulsory school age who cannot be reasonably expected to walk to school or travel independently due to their Special Educational Need and/or Disability (SEND) or limited mobility, even if they were accompanied by a parent or carer.
- 1.16. Travel support will be provided to and from a child's nearest suitable school. The nearest suitable school will be set out in a child's Education, Health and Care Plan (EHCP), taking into consideration the age, ability and aptitude of the child (including any SEND requirements). Children with an EHCP will be assessed on an individual basis and travel support will be provided where appropriate, based on a child's level of need, and will be reviewed in line with the statutory review process. Travel support is therefore subject to change based on the outcome of this review. Children without an EHCP will be assessed for travel support to their nearest suitable school.
- 1.17. When a parent makes a choice for a school where Southampton City Council do not assess that it is the nearest suitable school, travel support will not be provided.
- 1.18. The appropriate travel support will be determined by Southampton City Council, taking into consideration information from the parent or carer and information and advice from relevant professionals, and any information that is recorded in a child's EHCP and Annual Review. Further details about how appropriate travel support will be determined are set out in Section 4 of this policy.

#### Independent Travel Training

- 1.19. All applications for children from secondary school age and beyond will be assessed for independent travel training where it is agreed travel support will be provided. Further details about how appropriate travel support will be determined are set out in Section 4 of this policy.

- 1.20. All children/students/adult learners from secondary school age already in receipt of travel support and that have an Education Health and Care Plan (EHCP), will be routinely considered, whether they are suitable for independent travel training.
- 1.21. If the application is accepted by Southampton City Council, a Travel Trainer will work with the student to build their confidence and ability to travel independently.
- 1.22. Southampton City Council is committed to sustainable travel, and if travel support is agreed, it will be provided via the most cost-effective suitable method as assessed by the Southampton City Council School Travel Service. Further information regarding the method of travel support is detailed in Section 4 of this policy.
- 1.23. Independent travel training for pupils with SEND or limited mobility is tailored, and practical help is provided to support travel by public transport, on foot or by bike.
- 1.24. Further information on independent travel training is available at: <https://myjourneysouthampton.com/education/independent-travel-training/>.

## **2. Post-16 Statement for Students in Further Education and Adult Learners**



- 2.1. The local authorities have a duty under sections 508F and 508G of the Education Act 1996, as inserted by section 57 of the Apprenticeships, Skills, Children and Learning Act 2009, to consider arrangements for the provision of transport for post-16 students. Under section 508F, the local authority is required to make such arrangements for the provision of transport as they consider necessary in respect of:
- a) adults (those who are aged 19 or over) for the purpose of facilitating their attendance at local authority maintained or assisted further or higher education institutions or institutions within the further education sector; and
  - b) relevant young adults with an EHC plan (which may be maintained up until the age of 25) for the purpose of facilitating their attendance at institutions where they are receiving education or training outside the further and higher education sectors. This duty only applies where the local authority has secured the provision of education or training at that institution and the provision of boarding accommodation in connection with that education or training.
- 2.2. The duty under sections 508F and 508G of the Education Act 1996 applies to adults over the age of 19 who are attending a course which they started after their 19th birthday. For relevant young people, the duty applies to those up to the age of 19 and beyond the age of 19 if they are continuing a particular course started before the age of 19 under 509AC(1) of the Education Act 1996.
- 2.3. For young people who have deferred a year and are therefore still at school beyond 16 years of age, travel support will be considered on a case-by-case basis.

#### Support provided by local education and training providers

- 2.4. Discounts and concessionary fares may be available to learners through individual education and training providers. Details of schemes available through local providers (within Southampton and neighbouring areas) are available in Appendix 2.

#### Support provided by Southampton City Council

- 2.5. Where a young person is of 'sixth form age' and attending school, further education provision or an apprenticeship placement, legislation gives local authorities the discretion to determine what travel support is necessary to facilitate a young person's attendance. This policy will refer to young people in this category as 'students'.
- 2.6. Travel support for students with SEND or limited mobility will be provided based on assessed need. Students and/or their parents or carers will not be required to contribute towards the cost of this service.
- 2.7. Where assessed as appropriate, travel support will be provided to the further education provider or apprenticeship placement that is assessed by Southampton City Council to be the nearest suitable placement for the student and which offers a course or programme which meets the needs of the applying student. Where a suitable course cannot be provided in Southampton, Southampton City Council will offer travel support to the next nearest further education provider offering the appropriate course that meets Southampton City Council's assessed needs or a student's needs.

#### Post-19 Adult Learners

- 2.8. Students over the age of 19 are considered 'adult learners'. Under Section 508F of the Education Act 1996, Southampton City Council has a duty to make arrangements for the provision of travel support free of charge, as appropriate and in line with the adult learner's Education, Health and Care Plan (EHCP).

- 2.9. Adult learners over the age of 19 and under the age of 25 may qualify for travel support under this provision. Travel support for adult learners eligible for school travel will be free of charge.
- 2.10. This will only apply to adult learners who are receiving further education from a further education provider and are in receipt of an EHCP.
- 2.11. Adult learners' eligibility for travel support and the type of provision offered will be assessed by Southampton City Council having regards to the learner's assessed needs as set out in their EHCP.

### Independent Travel Training

- 2.12. All applications for children/students/adult learners from secondary school age and beyond will be assessed for independent travel training where it is agreed travel support will be provided. Further details about how appropriate travel support will be determined are set out in Section 4 of this policy.
- 2.13. All children/students/adult learners from secondary school age already in receipt of travel support and that have an Education Health and Care Plan (EHCP), will be routinely considered, whether they are suitable for independent travel training.
- 2.14. If the application is accepted by Southampton City Council, a Travel Trainer will work with the student to build their confidence and ability to travel independently.
- 2.15. Southampton City Council is committed to sustainable travel, and if travel support is agreed, it will be provided via the most cost-effective suitable method as assessed by the Southampton City Council School Travel Service. Further information regarding the method of travel support is detailed in Section 4 of this policy.
- 2.16. Independent travel training for pupils with SEND or limited mobility is tailored and practical help for those with SEND requirements is provided to support travel by public transport, on foot or by bike.
- 2.17. Further information on independent travel training is available at: <https://myjourneysouthampton.com/education/independent-travel-training/>.

### Appeals process

- 2.18. Students and adult learners, or parents or carers on their behalf, have a right to appeal against a decision made by Southampton City Council to provide travel support. The appeals process is outlined in Section 4 of this policy and is set out in more detail in Appendix 4.

### **3. Exceptional Circumstances Criteria**

- 3.1. Children, students, and adult learners who do not meet the criteria for statutory travel support may be eligible for help under the exceptional circumstances criteria. Southampton City Council recognises that travel support to and from an educational or training institution can have a positive impact on some vulnerable children and students and may provide travel support to individuals who do not meet the qualifying criteria for support set out in this policy.
- 3.2. Applications for travel support under the exceptional circumstances criteria will be assessed on a case-by-case basis, taking into consideration the individual circumstances and the impact travel support will have on the educational outcomes of the child or student.
- 3.3. The period for which travel support is awarded under the exceptional circumstances criteria will be dependent on the individual circumstances of the child, student, or adult learner and may be for a fixed time period, or ongoing with an agreed review frequency.
- 3.4. Southampton City Council will consider any application for travel support for children of compulsory school age on the grounds of exceptional circumstances on a case-by-case basis. The following factors will be considered when assessing applications for travel support under the exceptional circumstances criteria. The list is not exhaustive, applications are not limited to these factors, and applications relating to these factors will not be automatically awarded travel support.
  - The educational outcomes of the child
  - The health and wellbeing of the child, parent or carer and other family members
  - Duties under the Equalities Act 2010
  - Health and safety risks to the child or others that may apply if they travelled to school without support
  - Extraordinary circumstances that arise of a parent's or carer's work or caring commitments
  - Extraordinary circumstances that arise in relation to a child's parental or care duties
  - A special need or medical condition that may prevent the child from walking to school or using public transport
  - A special need or medical condition that may prevent parents or carers from being able to accompany the child, and it is reasonable to expect that the child requires accompaniment
- 3.5. Applications for travel support for students aged 16-19 not otherwise provided for in this policy may be considered on a case-by-case basis in line with the factors set out in Section 3.4 of this policy. In such cases Southampton City Council will direct the applicant to explore all options for bursaries and support available in the first instance.

#### Child/Student/Adult Learner Medical Conditions

- 3.6. Travel support for a child or student or Adult Learner may be provided within the minimum walking distances where written evidence from a GP or hospital consultant (or other appropriate independent professional) is provided stating:
  - What medical or mental health conditions the child or student has and how this affects their ability to walk to and from school/further education provider
  - The child or student or Adult Learner cannot walk the given distance to and from school/further education provider
  - How long the situation is likely to last

#### Parent or Carer Medical Conditions

- 3.7. Travel support may be provided within the minimum walking distances where written evidence is provided from a GP or hospital consultant (or other appropriate independent

professional) confirming that the child, student, or adult learner requires accompaniment to and from school/further education provider. In addition, the written evidence provided must include:

- What medical or mental health condition the parent or carer has where they are the only adult responsible for taking the child or student to and from school/further education provider and how this affects their ability to accompany the child to and from school/further education provider
- Confirmation that the parent(s) or carer(s) responsible for taking a child or student to school cannot walk the distance to and from school/further education provider
- How long the situation is likely to last

## **4. Additional Information**

- 4.1. Parents, carers, students or adult learners who wish to apply for travel support can do so by completing Southampton City Council's School Travel Service form, details of which can be found at: <https://www.southampton.gov.uk/schools-learning/in-school/school-travel-support/>, or alternatively, a paper copy can be obtained by writing to the council at School Travel Service, Civic Centre, Southampton. SO14 7LY, or phone the Council on 023 8083 2419.
- 4.2. When considering what type of travel support is appropriate for each child/student/adult learner, Southampton City Council will consider:
- The age and maturity of the child/student/adult learner
  - The ability and aptitude of the child/student/adult learner
  - Any special educational needs the child/student/adult learner may have
  - The type of vehicle the child/student/adult learner is travelling on
  - The length of the journey
  - The nature of the possible routes from home to school, particularly in relation to safety
  - Whether the child/student/adult learner is physically able to walk the distance involved
  - Whether the child/student/adult learner needs to be accompanied and whether it is possible for the child/student/adult learner to be accompanied
- 4.3. When considering whether a child's parent or carer can reasonably be expected to accompany the child on the journey a range of factors will be taken into consideration, including the age of the child and whether one would ordinarily expect a child of that age to be accompanied. The general expectation is that a child will be accompanied by a parent or carer where necessary, unless there is a good reason why it is not reasonable to expect the parent or carer to do so. Cases where it is not reasonable to expect the parent or carer to accompany the child will be considered under the 'Exceptional Circumstances Criteria'.
- 4.4. Local authorities have a duty to promote the use of sustainable travel on journeys to and from places of education in their area. If a child/student/adult learner is eligible for travel support, this will be provided via the most sustainable, cost-effective, suitable method as assessed by Southampton City Council. Examples of the types of travel considered will include (but are not limited to) the following:
- **Assessment for independent travel training (ITT)** – Children from secondary school age with SEND, students and adult learners will be assessed for independent travel training, allowing them to have the confidence and ability to travel independently after specialist training
  - **Personal Transport Budget (PTB)** – Children, and students who are assessed as being eligible for free school travel may be offered a Personal Travel Budget for the purpose of travel to and from their school/education setting. The School Travel Service will assess whether it would be a suitable form of travel based on the parent or carer's ability to transport their child/student/adult learner to and from their school/education setting. A PTB will only be offered where it is a more cost-effective option than a suitable alternative option (unless in exceptional circumstances). Provision will be reviewed periodically and if a more economical mode of travel becomes available, the parent or carer will be given notice of a change to the mode of travel, for example, eligibility for ITT or a place becomes available on a shared transport route
  - **Walking support** – A Passenger Assistant may be provided to accompany a child on the walk to school/education setting where walking is an appropriate means of making the journey, and parental or carer consent to the arrangement has been obtained
  - **Passenger assistant** – Passenger assistants are provided in individual cases where the local authority feels it is necessary to meet a child's individual needs. The role of



the passenger assistant will be to provide general supervision on public transport and ensure that a child's journey to and from school is safe

- **Bus Pass/Rail Pass**
- **Group pick up/drop off**
- **Transport (taxi / minibus) – multi occupancy**
- **Transport (taxi / minibus) – single occupancy**
- **Other forms of transport as appropriate**

4.5. If a child/student/adult learner is eligible for travel support, Southampton City Council will consider a range of options, working with pupils, parents and carers pro-actively to establish the most appropriate option via a hierarchy of travel support. The options for travel support will be considered by Southampton City Council in a clear order, which is set out below:

1. Travel training – Independent travel training (ITT) gives children, students and adult learners the essential skills needed to travel independently either on foot, by other sustainable travel option, such as bike or scooter, or by public transport.
2. Sustainable travel such as bike or scooter
3. Bus/rail pass
4. Walking Passenger Assistant
5. Personal Travel Budgets (PTBs) – only applicable to children and young people with an EHCP. Parents or carers can use PTBs in any reasonable way to get their child to school
6. Group pick up/drop off
7. Vehicle (taxi / minibus) provided by other Southampton City Council services that have an existing vehicle
8. Transport – multi occupancy
9. Transport (taxi / minibus) – single occupancy

#### Privilege Places

4.6. Southampton City Council is committed to identifying sustainable modes of transport for travel support where appropriate and suitable for the needs of the individual child or young person. A spare place on a contract vehicle may be offered to a child who is not entitled to travel support. This is known as a 'privilege place'. Privilege places can be withdrawn if they are needed for eligible children. A **contributory charge of £750.00** per annum, paid in three termly instalments of £250.00 per term will be issued towards the cost of travel support. Southampton City Council has the discretion to remove the right of placement at any time. The council will provide 10 days' notice of the withdrawal of the offer, and a refund of a pro-rata basis of fees received will be issued.

#### Suitable Education provider

4.7. Children of compulsory school age attending the nearest suitable school may be eligible for travel support as set out in this policy.

4.8. A suitable school is taken to mean the nearest qualifying school with places available that provides education appropriate to the age, ability and aptitude of the child, and any SEND that the child may have, or the place, other than a school, where they are receiving education by virtue of arrangements made under Section 19(1) of the Education Act 1996.

4.9. Qualifying education providers are:

- Community schools, foundation schools, voluntary aided and voluntary controlled
- Schools
- Academies (including those which are free schools, university technical colleges,
- Studio schools and special schools)

- Alternative provision academies
- Community or foundation special schools
- Non-maintained special schools
- Pupil referral units
- Maintained nursery schools (where attended by a child of compulsory school age); and
- City technology colleges and city colleges for the technology of the art

4.10. For children with SEND, an independent school can also be a qualifying school where this is assessed to be the nearest, most suitable school and it is named on the child's Education, Health and Care Plan (EHCP). Where attendance at an independent school is based on parental or carer preference and not named in the EHCP, travel support will not be awarded.

4.11. Where a child is registered at more than one qualifying school (Dual Registration) the relevant educational establishment is whichever of the schools the child is attending at the relevant time.

4.12. Where a child has no fixed abode travel support will apply from wherever the child is residing at the relevant time to the nearest suitable school.

4.13. The designated home address will be defined as the address at which the child resides and spends the majority of their time. In cases where a child has a shared living arrangement, such as equal shared custody for separated parents or carers, the local authority determines the child's designated home address, based on the address at which the recipient of the child benefit resides. If no child benefit is received, the designated home address will be determined by the address at which the child is registered at their GP surgery. When the child stays at another address, they will not qualify for any travel arrangements other than those provided from the designated home address.

4.14. Where a child is registered at a school but is attending a place other than that school as a result of a temporary exclusion, eligibility will apply in relation to the educational setting which they are attending for the duration of that exclusion.

4.15. Travel support will be provided to the nearest further education provider assessed by Southampton City Council to be a suitable placement for the student, and which offers a course or programme which meets the needs of the applying student. Where a suitable course cannot be provided in Southampton, Southampton City Council will offer travel support to the next nearest further education provider offering the appropriate course.

4.16. Parents or carers who wish to apply for travel support must list their nearest suitable school on their school application form.

#### Travel times and distances

4.17. Travel support will only be given for travel to school or education settings at:

- The start and end of the school day or
- Where the pupil is attending residential provision, at the start and end of their provision periods as agreed by Southampton City Council

4.18. Where the pupil is on a reduced timetable and requires school travel at the start and end of their scheduled hours, school travel provision will be considered on a case-by-case basis.

4.19. Travel support will not be provided before and after school events, such as breakfast clubs

and sports events.

- 4.20. Schools and education providers are expected to give reasonable notice to Southampton City Council of any changes to provision hours. If additional costs arise associated with a change in provision hours, Southampton City Council reserves the right to make arrangements for all or part of those costs to be charged to the school or education provider concerned.
- 4.21. Travel support will be arranged to be as easy and comfortable as possible. Acknowledging that there may occasionally be transport network disruption on travel routes that is out of the council's control, Southampton City Council will aim for a maximum journey time of 45 minutes for children in mainstream primary settings, and 75 minutes for children in mainstream secondary settings.
- 4.22. In exceptional circumstances, for children attending specialist provision to meet their SEND needs, journey times may be longer.
- 4.23. Distances in relation to eligibility for travel support will be measured by the shortest reasonable walking route, by which a child may walk safely. In cases where extended rights apply and the child is travelling more than 3 miles (up to 6 miles or up to 15 miles to a school preferred on the grounds of religion or belief) walking routes do not apply, and the shortest route will be measured along road/driving routes.

#### Pick-up/drop-off points

- 4.24. Where appropriate and reasonable, parents or carers may be expected to take their child to and from a pick-up/drop off point. Pick-up/drop-off points will be within 1 mile of the child's home address.
- 4.25. Parents or carers are responsible for the safety of their child until they board and after they exit the vehicle. If the parent or carer is not at the drop off point to meet their child, the child will be placed into the care of the duty social worker from Southampton City Council's children's social care department.

#### Changes of circumstance

- 4.26. Parents or carers should notify the School Travel Service of any change of address, with as much notice as reasonable possible, but with a minimum of 10 working days' notice. In the case of a change of home address, eligibility will be re-assessed based on the new address. To do this, you can contact the School Travel Service via email at [travel.coordination@southampton.gov.uk](mailto:travel.coordination@southampton.gov.uk) or write to: School Travel Service, Civic Centre, Southampton, SO14 7LY.
- 4.27. The normal eligibility will apply to the children of families where closure or reorganisation of schooling in the city takes place. Exceptional Circumstances Criteria may be taken into consideration in cases where travel support would minimise significant disruption to the child's education.

#### Unacceptable behaviour

- 4.28. Southampton City Council reserves the right to review travel support where a child's behaviour is deemed unacceptable, in that it may threaten the safety of the pupils, driver and passenger assistants. Where travel support is removed, Southampton City Council will engage with parents and carers to provide suitable alternative travel support when it is safe to do so.

### Lost or stolen bus passes

4.29. Where a bus or other transport pass is lost, the pass holder (or their parent or carer) is responsible for any administrative charges made by the bus company or other issuer. Southampton City Council will not meet the costs of administrative charges for lost or stolen tickets. Stolen travel passes will normally not incur an administrative charge for replacement if a police crime number is provided by the child or their parent or carer.

### Appeals process

4.30. Parents, carers, and post-16 students are entitled to appeal the type of travel support that is offered and decisions where Southampton City Council has decided not to provide travel support.

4.31. The appeals process is split into two stages. Stage 1 is a review of the decision by a senior officer(s) at Southampton City Council. A request for a review of the decision must be made within 20 working days of receiving the decision by Southampton City Council. Requests should detail why the parent, carer or post-16 pupil believes the decision should be reviewed and give details of any personal and/or family circumstances the parent, carer or post-16 student believes should be considered when the decision is reviewed. Requests can be submitted by email to [travel.coordination@southampton.gov.uk](mailto:travel.coordination@southampton.gov.uk) or write to: School Travel Service, Civic Centre, Southampton, SO14 7LY. Following the review, a decision will be made, and a response will be provided in writing to the appellant within 20 working days of receiving the appeal. This will clearly explain:

- whether the original decision is being upheld
- why the decision was reached
- how the review was conducted
- the factors considered in reaching the decision
- any other agencies or departments that were consulted as part of the review
- information about how the parent or carer can escalate the case to stage 2 of the appeals process (if appropriate)

4.32. Following the stage 1 review, appellants have a further 20 working days to escalate the matter to stage 2. Stage 2 of the appeals process will consist of a review by an independent panel. An appeal form can be requested from the School Travel Service, email: [travel.coordination@southampton.gov.uk](mailto:travel.coordination@southampton.gov.uk) or write to: School Travel Service, Civic Centre, Southampton, SO14 7LY. The appeal form asks the parent or carer to explain why they believe the local authority should review its decision and the parent or carer is asked to include any information they would like to be considered as part of the review. The panel members will be independent of the original decision-making and stage 1 appeals process but may not be independent of Southampton City Council. Parents or carers may attend an appeal hearing if they wish, virtually or in person, to present their case. Where a parent or carer does not wish, or is unable, to attend a hearing, the panel will make its decision based on the parent's written representations.

4.33. The stage 2 review will take place within 40 working days of the parent or carer notifying Southampton City Council that they wish to escalate their appeal to stage 2. The panel will consider information provided at stage 1 of the appeal as well as any additional information provided and any oral representations made at stage 2.

4.34. A decision will be made and within 5 working days of the panel meeting and detailed written notification of the outcome will be provided to the appellant. This will clearly explain:

- whether the original decision has been upheld

- why the decision was reached
- how the review was conducted
- the factors considered in reaching the decision
- which, if any, other agencies or departments were consulted as part of the review.

4.35. Where travel support is found to have been granted in error, notice of one full term will be given to allow families time to make other arrangements.

4.36. Where entitlement has been denied in error, travel support will be arranged as soon as possible and consideration will be given to reimbursing parents or carers retrospectively, with a normal time limit of the start of the academic year in question.

4.37. Parents or carers may complain to the Local Government and Social Care Ombudsman if they believe the local authority has made a mistake in the way it has handled their case. If a parent or carer considers the decision of the independent appeals panel to be flawed on public law grounds, they may apply for a judicial review.

4.38. Further details about the appeals / complaints procedure is set out in Appendix 4 of this policy.

#### Policy Review

4.39. The Policy for the School Travel Service and Post-16 Travel Service will be reviewed and updated on an annual basis.

[END]

# Appendix 1

## Eligibility Summary

<b>School Travel Support Eligibility Table - School Aged Children – Reception – Year 11</b>	
<b>Who are we helping?</b>	<b>What are the criteria?</b>
Children living further than the statutory walking distance from their nearest most suitable school	<p>For children below the age of 8, travel support will be awarded where the distance between home and their nearest most suitable school is more than 2 miles from their home.</p> <p>For children over the age of 8, travel support will be awarded where the distance between home and their nearest most suitable school is more than 3 miles from their home.</p> <p>Children who cannot be reasonably expected to walk to school because the walking route is deemed unsafe will be eligible for travel support.</p>
Children with an Education Health or Care Plan (EHCP)	Children attending their designated most suitable school that can meet their need who are unable to walk to school (accompanied or unaccompanied) by reason of their special educational needs and/or disability will be considered eligible for travel support.
Children of parents or carers with a disability	Children who live within the walking distance criteria of the nearest suitable school (or designated school if it is not the nearest) but the route relies on a disabled parent/carer accompanying the child for it to be considered safe, and the parent/carer's disability prevent them from doing so will be considered eligible for travel support.
Children whose families meet the low-income criteria	<p>Travel support will be provided where:</p> <ul style="list-style-type: none"> <li>• The nearest school is more than 2 miles from their home (for children over the age of 8 and under 11).</li> <li>• The nearest school is between 2 and 6 miles from their home (if aged 11-16 and there are not three or more suitable nearer schools).</li> <li>• The school is between 2 and 15 miles from their home and is the nearest school preferred on the grounds of religion or belief (aged 11-16).</li> </ul>
Post-16 students in Further Education and Continuing Learners	Travel support will be provided for students with special educational needs and/or disabilities between the age of 16 and 19.

Post-19 Adult Learners

Travel support will be provided for adult learners over the age of 19, but under the age of 25 who are receiving further education at a further education provider, and have been assessed by Southampton City Council for travel support as set out in their Education, Health and Care Plan (EHCP).

## Appendix 2

### Post-16 Provision 2024/2025

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
<b>Southampton City College</b>	City College Bursary	<p>Be aged between 16-18 on 31/8/24 (Now 16-19 due to Covid 19) Be one of the following: In Care/Care Leaver Receiving income support In receipt of DLA/PIP or ESA/UC.</p> <p>You or parent/carer in receipt of one of the following:</p> <ul style="list-style-type: none"> <li>• Income support</li> <li>• Job seekers allowance</li> <li>• Pension credits</li> <li>• Employment and support allowance</li> <li>• Working tax credit/Child tax credit</li> <li>• Universal credit.</li> </ul> <p>A household income of less than £29,000 per year.</p> <p>Enrolled on a course where City College is the nearest provider to home or live outside of Southampton.</p>	<p>Bursaries of £1,200 a year for the most vulnerable young people if your household income is less than £29,000, or £32,000 for travel support only.</p> <p>Discretionary bursaries based on individual need, such as help with the costs of travel, equipment or meals.</p> <p>A £25 Admin fee will be charged for a replacement ferry pass, £5 administration will be charged for a replacement bus pass.</p> <p>Any student found to have misused their ferry or bus pass will not receive further help from the college.</p> <p>Attendance will be monitored and must be above 90%. Support may be stopped if your attendance is too low, or you withdraw.</p> <p>City College students can purchase discounted bus tickets at student rates from First and Bluestar buses. If you are eligible for the City College Bursary scheme your bus travel may be FREE.</p>	<p>City College Southampton, St Mary Street, Southampton, SO14 1AR</p> <p>023 8048 4848</p> <p><a href="mailto:enquiries@southampton-city.ac.uk">enquiries@southampton-city.ac.uk</a></p> <p><a href="mailto:Bursary@Southampton-City.ac.uk">Bursary@Southampton-City.ac.uk</a></p> <p><a href="http://www.southampton-city.ac.uk">www.southampton-city.ac.uk</a></p> <p><a href="mailto:learningsupport@southampton-city.ac.uk">learningsupport@southampton-city.ac.uk</a></p> <p><a href="mailto:studentfinance@southampton-city.ac.uk">studentfinance@southampton-city.ac.uk</a></p>



Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
<b>Itchen Sixth Form College</b>	Discretionary Support	<p>Support may be available for students whose parent/ guardians' household annual income is less than £26,000 or if the parent/guardian living with the student is receiving one of the following benefits:</p> <p>Income Support;</p> <ul style="list-style-type: none"> <li>• Income Based Jobseeker's Allowance (JSA);</li> <li>• the Guarantee Element of Pension Credit;</li> <li>• Income-Related Employment and Support Allowance (ESA);</li> <li>• support under part VI of the Immigration and Asylum Act 1999;</li> <li>• or Working Tax Credit/Universal Credit.</li> </ul> <p>If your household income is less than £30,000 and you live more than three miles away from college, you will be able to receive support with your travel to and from college. For more information, please download more information.</p>		<p>For more information, please contact:</p> <p><b>Michelle Payne, Finance Support &amp; Transport Officer</b></p> <p>023 8043 5636 ext. 269</p> <p><a href="mailto:transportandifs@itchen.ac.uk">transportandifs@itchen.ac.uk</a></p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
	Full Bursary	<p>The 16-19 Tier F (Full Bursary) Bursary of £1,200 is available to eligible students in any of the following categories:</p> <ul style="list-style-type: none"> <li>• young people in care</li> <li>• care leavers;</li> <li>• young people claiming Income Support in their own name;</li> <li>• young people claiming Universal Credit in their own name;</li> <li>• disabled young people who receive both Employment Support Allowance and Living Allowance in their own name.</li> </ul>	<p>In addition to receiving the discretionary support, the student will receive a weekly payment during term time of £20 for 30 weeks, provided their weekly attendance is 90% or above.</p>	
<b>Richard Taunton Sixth Form College</b>	Financial Assistance Bursary	<ul style="list-style-type: none"> <li>• Be aged between 16-19, live independently and claim income support, or</li> <li>• Be aged between 16-19, live independently and claim universal credit, or</li> <li>• In care, or</li> <li>• A care leaver, or</li> <li>• A disabled young person in receipt of DLA, or</li> <li>• A disabled young person in receipt of universal credit and PIP, or</li> <li>• Be aged 19+ and have an EHCP.</li> </ul>	<p>The Bursary is £1,200 per year.</p> <p>Bursaries will be provided in the form of discounted bus passes, free school meals or payments into your bank account.</p> <p>The bursary is for educational purposes only and you must have 100% attendance with no more than 3 'lates' to all timetabled classes each fortnight.</p> <p>Bus passes must be returned if you should leave part way through the year.</p>	<p>Student Services</p> <p>Richard Taunton Sixth Form College, Hill Lane, Southampton, SO15 5RL</p> <p>Tel. 023 8051 4720</p> <p>studentservices@richardtaunton.ac.uk</p> <p>www.richardtaunton.ac.uk</p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>If you can prove financial need based on household income.</p> <p>If you have specific travel challenges when attending the college.</p>		
<b>Bitterne Park Sixth Form</b>	Vulnerable Bursary	<p>The 16-19 Vulnerable Bursary of up to £1200.</p> <p>The Vulnerable Bursary is available to eligible students in any of the following categories:</p> <ul style="list-style-type: none"> <li>• A student in care;</li> <li>• A care leaver;</li> <li>• A student claiming income support;</li> <li>• A student claiming;</li> <li>• Universal Credit;</li> <li>• A disabled young person in receipt of both Employment Support Allowance and Disability Living Allowance.</li> </ul>	<p>As the funds allocated by the Education Funding Agency, are very limited, we may not be able to guarantee financial support for every claimant. It is at the college's discretion to decide on the amount and type of support that is awarded to each student. Bursary funding can be used to help with costs of transport, food, equipment or other course related costs.</p> <p>Please note that our Finance Office will request documentary evidence for any claim for financial support.</p> <p>Please contact the college office for further information.</p>	<p>College Office</p> <p>Bitterne Park Sixth Form College, Dimond Road, Southampton, SO18 1BU</p> <p>023 8029 4155</p> <p>info@bitterneparksixthform.org.uk</p> <p>www.bitterneparksixthform.org.uk</p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
	Discretionary Bursary	<p>The Discretionary Bursary is available for learners to help with travel to college, equipment, books, essential trips or attending HE interviews.</p> <p>Each application is judged on the basis of relative financial need; the amount of grant will be determined by that need and the funds available.</p> <p>The Discretionary Bursary is available to eligible students in any of the following categories:</p> <ul style="list-style-type: none"> <li>• A student living in a household where the joint income is less than £25,000 (or living independently on an income below this level.</li> <li>• A student In receipt of an income assessed benefit such as: Income Support; Universal Credit; Job Seeker’s Allowance; Working/Child Tax Credit; Housing Benefit.</li> <li>• A student facing exceptional financial circumstances.</li> </ul>		
<b>Eastleigh College</b>	Subsidised Travel	<ul style="list-style-type: none"> <li>• Over 19 years old on 31/08/2023 (or 19-24 with an</li> </ul>	Full time Student’s Bursary.	Eastleigh College Chestnut Avenue

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>Educational Health Care Plan);</p> <ul style="list-style-type: none"> <li>• Studying a 'funded' course at the College (apprenticeships are not eligible);</li> <li>• Not in receipt of an Advanced Learner Loan;</li> <li>• Learner cannot obtain support elsewhere. For example, if you receive benefits (like Universal Credit), you must contact your Job Coach to check if you are eligible for support with travel or childcare before applying to us;</li> <li>• A UK resident or meet sufficient residency criteria.</li> </ul>	<p>£500 paid termly to help with the cost of attending college (£1500 per annum).</p> <p><b>Eligibility</b></p> <p>Household income of up to £25,000 per year or in receipt of an income assessed benefit.</p> <p>At least 90% attendance per term.</p> <p>Studying a full-time government funded course.</p> <p>Part-time Student's Bursary.</p> <p>£250 paid termly to help with the cost of attending college (£600 per annum).</p> <p><b>Eligibility</b></p> <p>Household income of up to £25,000 per year or in receipt of an income assessed benefit.</p> <p>At least 90% attendance per term.</p> <p>Studying a government funded course of 150+ guided learning hours per year.</p>	<p>Eastleigh Hampshire SO50 5FS</p> <p>023 8091 1000</p> <p>studentsupport@eastleigh.ac.uk</p> <p>bebetter@eastleigh.ac.uk</p>
	Eastleigh College Travel Bursary	<ul style="list-style-type: none"> <li>• Under 19 on 1/9/2024 (or 19-24 with an EHCP).</li> <li>• Studying a full-time funded course at the college (apprenticeships are not eligible).</li> </ul>	<p>Reduced travel costs (student contribution of £100 per term).</p> <p>All termly passes are issued each term.</p>	

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<ul style="list-style-type: none"> <li>• Be a UK resident or meet enough residency criteria.</li> <li>• Live over 2 miles from the college (by AA route planner).</li> <li>• Have a household income of up to £30,000 - or household in receipt of income assessed benefit.</li> <li>• Not receiving support from any other sources (e.g.: local education authority).</li> </ul>	<p>To be eligible to receive awards, both proof of student address and a completed travel bursary application form will be required for submission to the College.</p> <p>The College reserves the right to change the bursary offer, or to withdraw payments at any time.</p>	
	Enhanced Travel	<p>Under 19 on 1/9/2024 (or 19-24 with an EHCP).</p> <p>Studying a full-time funded course at the college (apprenticeships are not eligible).</p> <p>Be a UK resident or meet enough residency criteria.</p> <p>Be on:</p> <ul style="list-style-type: none"> <li>• Income Support</li> <li>• Income-based Jobseekers Allowance</li> <li>• Income-related Employment Support Allowance (ESA)</li> <li>• Support under Immigration &amp; Asylum Act 1999 (part VI)</li> <li>• Guarantee element of State Pension Credit</li> </ul>	<p>Fully funded travel pass</p> <p>All termly passes are issued each term. To be eligible to receive awards, both proof of student address and a completed travel bursary application form will be required for submission to the College. The College reserves the right to change the bursary offer, or to withdraw payments at any time.</p>	

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<ul style="list-style-type: none"> <li>• Child Tax Credit (provided not entitled to Working Tax Credit) and gross income of no more than £16,190 each year (assessed by Her Majesty's Revenue &amp; Customs)</li> <li>• Working Tax Credit run on (paid for 4 weeks after you stop qualifying for Working Tax Credit)</li> <li>• Universal Credit (with net earnings no more than £7,400 each year)</li> </ul>		
<b>St Vincent Sixth Form College</b>	Travel Help	<p>St Vincent College seeks to help students from lower household incomes (HHI) with the cost of going to college by helping to cover essential course related costs. The college can provide financial support for the following:</p> <ul style="list-style-type: none"> <li>• Discounted bus pass</li> <li>• Refund ferry tickets</li> <li>• Lunch card</li> <li>• Subject related resources</li> <li>• Travel cost to work placement</li> <li>• Exam fees (where applicable)</li> </ul> <p>If you are 16–18 years old and under Local Authority Care/Care Leaver, or living independently, or</p>	<p>Students can apply for a discounted bus pass which covers the cost of their travel to and from college and can be used on weekdays on all First Hampshire services.</p> <p>Students from Henry Cort, Fareham Academy, Cams Hill, Bridgemary and Brune Park Schools can access the Eclipse Express Bus service to college which takes only a few minutes. In addition to this the College also provides a bespoke bus service for students attending Brookfield, Crofton and Bay House School routes to the College community at the start and end of the day with students having access to all local services at other times.</p>	Finance Office St Vincent Sixth Form College, Mill Lane, Gosport, PO12 4AQ 023 9258 8311 finance@stvincent.ac.uk www.stvincent.ac.uk

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>receive Disabled Support Allowance/PIP and Employment Support Allowance/Universal Credit, you may be eligible to a higher-level bursary. Please note the cost of the bus pass and the daily use of the lunch card will be deducted every term.</p> <p>You can complete the application form from the link provided and send it to the email below with the relevant evidence attached.</p> <p><a href="#">Bursary Application Form (office.com)</a>  <a href="mailto:bursary@lighthouselearningtrust.ac.uk">bursary@lighthouselearningtrust.ac.uk</a></p> <p>Evidence of all income will be required at the time of application; please note we are unable to process your application without evidence. We encourage you to complete and return your applications as soon as possible to enable funding to be allocated before the start of the academic year. Please allow up to 10 working days from submitting your application form and the supporting evidence.</p>	<p>Students travelling from Portsmouth will be eligible for free ferry tickets for the academic year.</p> <p>Students with Learning Difficulties may be eligible for free transport, subject to meeting Hampshire County Council's (HCC) SEN criteria. Please contact HCC for more information.</p>	



Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
<b>Barton Peveril Sixth Form College</b>	Discretionary Student Support Fund	<p>Are over 16 years of age and under 19 years of age at the start of the academic year and studying a state funded course at Barton Peveril Sixth Form College.</p> <p>Are living in a household where the joint annual income is less than £23,500 (or living independently on an income below this level), annual income includes any assessed benefit such as:</p> <ul style="list-style-type: none"> <li>• Income Support</li> <li>• Universal Credit</li> <li>• Job Seekers Allowance</li> <li>• Working/Child Tax Credit</li> <li>• facing exceptional financial circumstances *</li> <li>• Meet the residency conditions specified below.</li> </ul> <p>(*Exceptional financial circumstances: If this applies, a covering letter should be included outlining the circumstances. Supporting evidence of income must also be supplied.)</p>	<p>Applicants with exceptional circumstances will be viewed sympathetically where financial need can be evidenced.</p> <p>Details of the bus routes covered by the college transport arrangements can be found on the college website – <a href="http://www.barton-peveril.ac.uk">www.barton-peveril.ac.uk</a>.</p> <p>Applications for a bursary fund can be found at: <a href="https://www.barton-peveril.ac.uk/college-life-intro/student-finance/">https://www.barton-peveril.ac.uk/college-life-intro/student-finance/</a>.</p>	<p>Transport Officer</p> <p>Barton Peveril College, Chestnut Avenue, Eastleigh, SO50 5ZA</p> <p>023 8036 7214</p> <p><a href="mailto:studentfinance@barton.ac.uk">studentfinance@barton.ac.uk</a></p> <p><a href="mailto:transport@barton.ac.uk">transport@barton.ac.uk</a></p> <p><a href="http://www.barton-peveril.ac.uk">www.barton-peveril.ac.uk</a></p>
<b>Brockenhurst College</b>	Vulnerable Bursary	Students aged 16-18 on 31/08/2024 and, are participating in provision as directed by the Education Funding Agency, see <a href="https://www.gov.uk/government/publications/16-to-19-bursary-fund-">https://www.gov.uk/government/publications/16-to-19-bursary-fund-</a>	If you are eligible for a Vulnerable Bursary, you can receive up to £1,200 per academic year. Please note that you will only receive the amount you actually need in order to participate in your studies. This means we will not	<p>Student Finance and Welfare Advisor</p> <p>Brockenhurst College, Lyndhurst Road,</p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>guide-2023-to-2024-academic-year/16-to-19-bursary-fund-guide-2023-to-2024-academic-year; and are in one of these defined vulnerable groups:</p> <ul style="list-style-type: none"> <li>• In care – i.e. children who are voluntarily looked after by a local authority (under section 20 of the Children Act 1989) or under a care order (under section 31 of the Children Act 1989);</li> <li>• Care leaver – i.e. a young person aged 16 or 17 who were previously looked after for a continuous period of 13 weeks (or multiple periods totalling 13 weeks), starting after the age of 14 and ending after the age of 16.</li> <li>• A young person aged 18 or above who was looked after for a continuous period of 13 weeks (or multiple periods totalling 13 weeks) prior to turning 18, starting after the age of 14 and ending after the age of 16.</li> <li>• Receiving Income Support or Universal Credit in your own name, while financially</li> </ul>	<p>automatically award you £1,200 if you do not need the full amount.</p>	<p>Brockenhurst, Hampshire, SO42 7ZE</p> <p>01590 625 555</p> <p>financialsupport@brock.ac.uk</p> <p>www.brock.ac.uk</p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>supporting yourself or supporting yourself and a dependant living with you.</p> <ul style="list-style-type: none"> <li>• Receiving Disability Allowance or Personal Independence Payments in your own name, along with Employment and Support Allowance or Universal Credit in your own name.</li> </ul>		
	College Bursary	<p><u>Vulnerable Bursary.</u> For students aged 16-18 on 31/08/2024 who are in one of the following defined groups, a £1200.00 bursary is available (please see page 3 of the Bursary application form for full details and complete pages 1, 2,3, and 7).</p> <ul style="list-style-type: none"> <li>• In care, a care leaver, or have a Special Guardianship Order; or</li> <li>• Receiving DLA or PIP and ESA or Universal Credit in their own right; or</li> <li>• Receiving Income Support or Universal Credit because they are financially supporting themselves.</li> </ul>		
	Discretionary Bursary	To qualify for the Discretionary Bursary, you must meet the following criteria:	You must live in a household whose take home pay is less than £23,000 per year. This means take-home pay of less than £1,916 per month.	

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<ul style="list-style-type: none"> <li>• You must have lived in the UK for at least three years before starting your studies.</li> <li>• You must be over 16, but, to qualify for the Discretionary Bursary, you must meet the following criteria:</li> <li>• You must have lived in the UK for at least three years before starting your studies.</li> <li>• You must be over 16, but under 19 on August 31, 2024.</li> </ul> <p>The Discretionary Bursary is also available to you if you are 19 or older and have an Education Health and Care Plan (EHCP). In addition, it is available to you if you are aged 19 or older and are continuing a Study Programme they started between the ages of 16 and 18.</p>	<p>Importantly, we do not include any benefit payments in our calculation.</p> <p>The Discretionary Bursary will cover:</p> <ul style="list-style-type: none"> <li>• Essential Course Costs including trips, uniform, course resources, trips and books;</li> <li>• A £25 stationery purse will be available to use at the Brockenhurst College online store.</li> </ul> <p><b>Travel Bus</b> College bus passes may be purchased through our online store, available to bursary students at a heavily subsidised rate of £40.00 a month. Details of our 2023/24 bus provision can be found by clicking <a href="#">here</a>.</p> <p><b>Train</b> Sixteen- and seventeen-year-olds can apply for a 50% discount on all rail fares by clicking <a href="#">here</a>.</p> <p>The Discretionary Bursary will contribute £10.00 a week towards adult train fares for students aged 18 and over.</p>	
<b>Sparsholt College</b>		If you're 16–18 and in care, a care leaver, or are in receipt of Income Support and support yourself or	2023/2024 timetable and prices: <a href="https://www.sparsholt.ac.uk/the-college/transport/">https://www.sparsholt.ac.uk/the-college/transport/</a> .	Transport Team

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>any dependents financially or receive both Employment Support Allowance (ESA) and Disability Living Allowance (DLA), you may be eligible for a bursary of up to £1,200 to help you meet the costs of coming to college.</p> <p>The link to the application form can be found under the 'Support to Study Bursary' section.</p> <p>The Sparsholt FE Bursary Policy can be found <a href="#">here</a>.</p> <p>Sparsholt provide a discretionary fund for learners that do not meet the criteria for the 16-18 Bursary Fund or are aged over 19.</p> <p>If your household income is under £32,960 the College's Support to Study Bursary may be able to help If your household income is under £35,000 the College's Support to Study Bursary may be able to help with the costs of travel, books, equipment or any other cost which may make it difficult for you to attend college.</p> <p>You could receive up to 70% off transport costs, as well as being able to pay the remaining balance on a monthly basis.</p>	<p><u>Campus Bus 2023/24 Prices:</u></p> <p>Band A – £670 Band B – £785 Band C – £855 Band D – £955</p> <p>This payment can be spread at no extra cost by paying an initial payment of £70 at application and the remaining balance over 9 months via the <a href="#">online store</a>.</p>	<p>Sparsholt College Hampshire Westley Lane Sparsholt Winchester SO21 2NF</p> <p>01962 797 346</p> <p><a href="mailto:transport@sparsholt.ac.uk">transport@sparsholt.ac.uk</a></p> <p><a href="http://www.sparsholt.ac.uk">www.sparsholt.ac.uk</a></p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>If your household income is under £28,000 you may be eligible for the transport cost to be fully covered by the fund. The income threshold of £35,000 is increased by £1,650 for each dependent child living in the same house as the bursary applicant.</p> <p>The Sparsholt FE Bursary Policy can be found <a href="#">here</a>.</p> <p>The application form can be found <a href="#">here</a>.</p> <p>If you need any further assistance, please call 01962 797267.</p>		
	<p>Combined Rail and Bus Pass</p>	<p>This pass includes rail travel to Winchester from the following locations, plus a Stagecoach pass to get you from Winchester to the college on the hourly <b>Number 7</b> bus service (valid during term time only and excluding weekends):</p> <p>Band A – £695            Band B – £896            Band C – £1018            Band D – £1103</p>	<p>If Stagecoach operates in your area and you would like a Stagecoach bus pass to get you from home to the train station, you may upgrade to a Stagecoach Megarider pass. The price of this is £350.</p> <p>For more information about Stagecoach services please visit their <a href="#">website</a>.</p> <p>If you live in the Winchester area and only need to catch the No 7 bus, you can buy a Stagecoach bus pass for</p>	

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
			<p>just this service. The cost of this for 2023/24 is £450.</p> <p>Students travelling from Andover can purchase a Stagecoach Gold Studentrider pass. This pass can be used on any Stagecoach bus in Hampshire during the academic year.</p> <p>The annual cost for 2023/24 is £800</p>	
	Megarider Gold	<p>Please use link:  <a href="https://www.sparsholt.ac.uk/the-college/transport/">https://www.sparsholt.ac.uk/the-college/transport/</a>.</p> <p>This pass can be used on ANY Stagecoach bus in Hampshire during the academic year, including weekends and holidays. This is the most cost-effective pass for students travelling from Andover.</p> <p>You can also apply for a Megarider Gold and Train package.</p>	<p><b>Annual Academic Year Prices 2023/24:</b></p> <p>Stagecoach Gold StudentRider Pass – £795</p> <p>You can also apply for a Megarider Gold and Train package – price bands for 2022/23 are:</p> <p>Band A – £1045  Band B – £1246  Band C – £1368  Band D – £1453</p>	
<b>Totton College</b>		<p>Please contact the College directly.</p> <p>Bursaries are available for under 19-year old's and offer various of levels of finance support.</p> <p>If you are aged 16-18 and in one of the groups below, you can apply for a vulnerable bursary: (See</p>	<p>Transport to Totton College is via the public bus and train service. The service can support students travelling from a range of locations such as the Waterside, New Forest, Southampton and Romsey, including locations from Salisbury and the Isle of White, please just ask if you are unsure.</p>	<p>Totton College, Water Lane, Totton, Southampton, Hampshire, SO40 3ZX</p> <p>02380 874 874</p> <p>info@totton.ac.uk</p> <p>www.totton.ac.uk</p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>'about you' section for details age and eligibility):</p> <ul style="list-style-type: none"> <li>• In Care</li> <li>• Care leavers</li> <li>• receiving Income Support or the equivalent Universal Credit because they are financially supporting themselves or financially supporting themselves and someone who is dependent on them and living with them such as a child or partner, or</li> <li>• Receiving Disability Living allowance or Personal Independence Payments in their own right as well as Employment and Support Allowance or Universal Credit in their own right</li> <li>• and have a financial need</li> </ul> <p>How much will I get paid if I'm eligible? You could get up to £1,200 if you study full time for a minimum of 30 weeks. If your course is less than 30 weeks, you will get less.</p> <p>Note: You will only receive the amount you actually need to participate and we will not</p>		



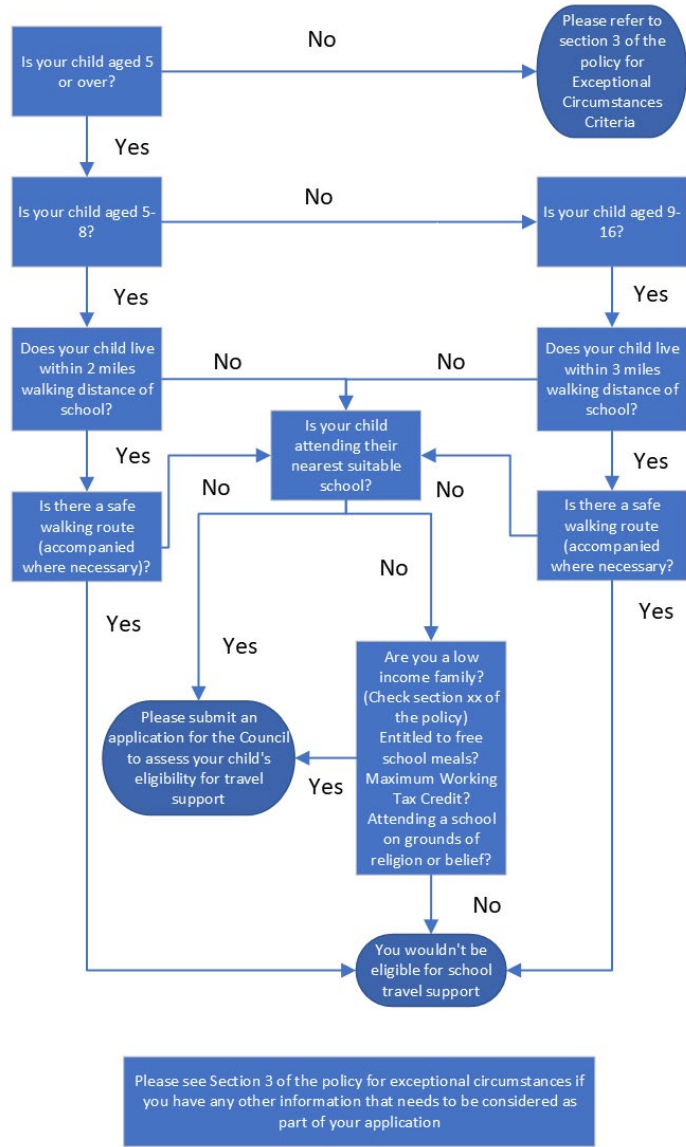
Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
		<p>automatically award the full £1,200 if you do not need that level of support.</p> <p>Age - You must be aged: over 16 at 31 August 2024, under 19 at 31 August 2024, the only Students aged 19 or over who are eligible to receive a bursary are those who have an Education, Health and Care Plan (EHCP) – you can only apply for a Discretionary Bursary NOT a Vulnerable Bursary.</p> <p>Residency – You must meet the residency requirements set out by the ESFA (Education &amp; Skills Funding Agency). We will check this during your enrolment process</p> <p><a href="https://www.netdna-ssl.com/nacro-16-to-19-bursary-website-statement-v1-july-2020.pdf">Nacro-16-to-19-Bursary-website-statement-V1-July-2020.pdf (netdna-ssl.com)</a>.</p>		

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
<b>Bluestar Bus</b>		<p>Students can receive discounted travel if they are aged 16-19.</p> <p><b>Colleges include:</b></p> <ul style="list-style-type: none"> <li>• Bitterne Park School &amp; Sixth Form</li> <li>• Itchen Sixth Form College</li> <li>• King Edward VI School</li> <li>• Richard Taunton Sixth Form College</li> <li>• St Anne's Catholic School &amp; Sixth Form</li> <li>• Southampton City College</li> <li>• Barton Peveril Sixth Form College</li> <li>• Peter Symonds College</li> <li>• Eastleigh College</li> <li>• St Mary's College</li> </ul>	<p>School and College tickets – Please visit their website:</p> <p><a href="http://www.bluestarbus.co.uk/page.shtml?pageid=915">http://www.bluestarbus.co.uk/page.shtml?pageid=915</a></p> <p>Bluestar serves several schools and colleges in the South Hampshire area. There are many ticket options and discounted tickets available.</p> <p>Visit:  <a href="https://www.bluestarbus.co.uk/search?query=college">https://www.bluestarbus.co.uk/search?query=college</a> for more information on how you can get discounted travel to college including costs.</p>	
<b>First Bus</b>			<p>For cheaper bus travel, the First Student bus passes make this possible from travel to lectures to a safe ride home.</p>	<p>Please visit their website for more information:</p> <p><a href="https://www.firstgroup.com/buy-ticket/students">https://www.firstgroup.com/buy-ticket/students</a></p>

Provider	Bursary Name	Eligibility Criteria	More information	Contact Details
Southampton City Council	<b>Concessionary</b>  <b>Bus pass</b>	<p>Southampton residents over 5 years of age who have a long-term eligible disability can apply for an off-peak travel concessionary bus pass.</p> <p>If you are registered as severely sight-impaired, you will be entitled to free bus travel at any time within Southampton.</p> <p>If you are unable to travel alone, you may qualify for a companion bus pass. This will allow one carer to travel with you free of charge on journeys within the city boundary.</p> <p>For travel information regarding wheelchairs and power chairs, please see the appropriate bus company website accessibility pages.</p>	<p>For further information and how to apply, please visit the following website:</p> <p><a href="http://www.southampton.gov.uk/travel-transport/apply-pay/itchen-bridge/smartcities/travel-disabled.aspx">http://www.southampton.gov.uk/travel-transport/apply-pay/itchen-bridge/smartcities/travel-disabled.aspx</a></p>	<p>Email:</p> <p><a href="mailto:smartcities@southampton.gov.uk">smartcities@southampton.gov.uk</a></p> <p>Telephone: 023 8083 3008</p>

# Appendix 3

## Diagram to show eligibility of children of compulsory school age



## Appendix 4

### School Travel Service Appeals and Complaints Procedure

#### 1.0 Summary

- 1.1 Southampton City Council has adopted the process recommended by the Government's statutory guidance for home to school travel should parents, carers or post-16 students wish to appeal a travel application outcome which includes a two-stage process:
  - stage 1: review of a decision by Southampton City Council for travel support by two Senior Officers, and where this has not resolved the matter,
  - stage 2: appeal against a decision where an appeal hearing will be held by an independent Appeals Panel
- 1.2 This document details Southampton City Council's procedure for school travel appeals and complaints.

#### 2.0 Right of Appeal

- 2.1 Parents, young people and post-16 students with concerns about Southampton City Council's decision on their travel support application are entitled to request that the decision is reviewed, and where this has not resolved the matter, to appeal against a decision.
- 2.2 Appeals may relate to:
  - the travel arrangements offered
  - a child's eligibility
  - the distance measurement in relation to statutory walking distances
  - the safety of the route
- 2.3 Common concerns include, but are not limited to:
  - the child/young person's eligibility
  - the transport arrangements offered
  - the distance measurement in relation to statutory walking distances
  - unsuitability (safety) of the route to school
  - financial concerns
  - ill health/disability of the parent or child
  - administrative errors and application of the law
- 2.4 Parents or carers or post-16 students may not request a review or appeal on the grounds that they disagree with the road safety assessment undertaken by a qualified road safety officer. However, they may appeal if they consider there are exceptional personal circumstances that need to be taken into consideration by Southampton City Council.
- 2.5 The review can only consider whether the relevant policies have been applied appropriately.
- 2.6 The process that must be followed is set out in this document.

### **3.0 Appeal Panel**

- 3.1 Stage 1 reviews are undertaken by two Southampton City Council Senior Officers representing the School Travel Service and either the Education and Admissions Service or the SEND Service and will be independent of the original decision-making process.
- 3.2 Stage 2 appeals are heard by an independent Appeals Panel and will be independent of the original decision-making process and the Stage 1 review. The panel will be suitably experienced (at the discretion of the Council), to ensure a balance is achieved between meeting the needs of the parents, carers and post-16 students and Southampton City Council, and that road safety requirements are complied with and no child is placed at unnecessary risk.

### **4.0 Stage 1 – Review of the Decision**

- 4.1 A parent, carer or post-16 student has 20 working days from receipt of the Southampton City Council's travel support decision to make a written request asking for a review of the decision.
- 4.2 The written request should detail why the parent, carer or post-16 student believes the decision should be reviewed and give details of any personal and/or family circumstances the parent, carer or post-16 student believes should be considered when the decision is reviewed.
- 4.3 Supporting evidence can be provided as appropriate.
- 4.4 Requests must be submitted by email to [travel.coordination@southampton.gov.uk](mailto:travel.coordination@southampton.gov.uk). Alternatively, requests can be received by post: School Travel Service, Southampton City Council, Civic Centre, Southampton. SO14 7LY.
- 4.5 A review of the decision on travel support will be undertaken, together with consideration of any information and supporting evidence received with the written request.
- 4.6 The Review Panel will review the original decision and provide a written stage one response within 20 working days of its receipt.
- 4.7 The response will include detailed information about the outcome of their review, setting out:
  - whether the original decision is being upheld
  - why the decision was reached
  - how the review was conducted (including the standard followed e.g., Road Safety GB)
  - information about other services and/or agencies that were consulted as part of the process
  - what factors were considered
  - information about how the parent can escalate their case to stage two (if appropriate)

### **5.0 Stage 2 – Appeal of the Stage 1 Decision**

- 5.1 A parent, carer or post-16 student has 20 working days from receipt of Southampton City Council's stage one written decision notification to escalate the matter to stage two.
- 5.2 All appeals must be submitted in writing using the application form provided by Southampton City Council.
- 5.3 Supporting evidence can be provided as appropriate.
- 5.4 Appeal applications will be acknowledged in writing within 5 working days of receipt.

- 5.5 Within 40 working days of receipt of the appeal application, an independent Appeals Panel will consider written and verbal representations from both the Appellant and Officers involved in the case.
- 5.6 The Appellant will be invited to present their appeal case to the Appeals Panel at a formal appeal hearing.
- 5.7 Appeal hearings will be held during the normal working day only.
- 5.8 Appellants unable to attend the appeal hearing can send a friend, relative, or other representative to attend on their behalf but must notify Southampton City Council in advance of the hearing.
- 5.9 Legal representation is not permitted.
- 5.10 Further correspondence will be issued, which will include a date and time for the appeal hearing.
- 5.11 At least 5 days prior to the appeal hearing, Appellants and the Council's Appeals Panel will receive a copy of the case papers and any supporting documentation for consideration at the appeal hearing.
- 5.12 The Appeals Panel Chair will provide a detailed written notification of the outcome to the Appellant (within 5 working days), setting out:
  - whether the original decision is being upheld
  - why the decision was reached
  - how the review was conducted (including the standard followed e.g. Road Safety GB)
  - information about other departments and/or agencies that were consulted as part of the process
  - what factors were considered
  - information about the right to put the matter to the Local Government Ombudsman (see below)
- 5.13 The Appeals Panel will consider an appeal on the basis of the information received in writing if an Appellant is unable to attend the hearing or send a representative.

## **6.0 Appeal Hearing Procedure**

- 6.1 The Appeals Panel will comprise three or five members, one of which will Chair the appeal hearing.
- 6.2 A Presenting Officer will attend the appeal hearing to present the case for the travel support decision.
- 6.3 A note taker will attend the appeal hearing to make a record of the meeting.
- 6.4 At the start of the appeal hearing, the Chair of the Appeals Panel will introduce all attendees and will explain the procedure before continuing.
- 6.5 The Appeals Panel may ask anyone questions at any time or may alter the order at any time.
- 6.6 The appeal hearing procedure is as follows:
  - 1) The Presenting Officer will explain the reasons for the travel support decision.
  - 2) The Appeals Panel may ask the Presenting Officer questions.
  - 3) The Appellant/Representative may ask the Presenting Officer questions.
  - 4) The Appellant/Representative will explain the grounds of the appeal and its desired outcome.
  - 5) The Appeals Panel may ask the Appellant/Representative questions.
  - 6) The Presenting Officer may ask the Appellant/Representative questions.
  - 7) The Presenting Officer will be asked to summarise their case.

- 8) The Appellant/Representative will be asked to summarise the grounds of their appeal.
  - 9) The Appellant/Representative and the Presenting Officer will be asked to leave the room and the Appeals Panel will make its decision.
- 6.7 In reaching their decision the Appeals Panel:
- may agree to consider only written evidence for either or both parties
  - must have regard to Southampton City Council's School Travel Service and Post-16 Travel Service Policy
  - will begin by reviewing the application of Southampton City Council's School Travel Service and Post-16 Travel Service Policy to ensure compliance with published arrangements
  - has a responsibility to consider the most cost-effective travel solutions to ensure an efficient use of public funds
- 6.8 The outcome of the Appeals Panel will be one of the following:
- uphold the appeal
  - decline the appeal
  - partially uphold the appeal. This can include meeting the appellant's wishes in part or for a time-limited period. At the end of the time-limited period, the Appeals Panel can reconsider the circumstances and may request additional information, for example up to date medical records or school attendance records
- 6.9 Following the stage 2 outcome, there is no further opportunity to appeal the travel support decision with Southampton City Council.
- 6.10 For cases that have been upheld by the Appeals Panel, arrangements for the agreed level of travel support will be made as soon as reasonably practical.

## **7.0 Local Government Ombudsman**

- 7.1 If an appellant considers that there has been a failure to comply with the procedural rules or if there are any other irregularities in the way an appeal was handled, they may have a right to refer the matter to the Local Government Ombudsman.
- 7.2 The Ombudsman cannot question a Local Authority's decision if it has been made properly and fairly.
- 7.3 The Ombudsman will not normally consider a complaint until the two-stage review and appeals process has concluded.
- 7.4 An appellant can find out how to make a complaint to the Ombudsman at: [www.lgo.org.uk](http://www.lgo.org.uk).
- 7.5 Further information is published online by the Local Government Ombudsman at: <http://www.lgo.org.uk/make-a-complaint/factsheets/education/school-transport>

## **8.0 Repeat Applications**

- 8.1 Once a decision on an application has been made, including any review or appeal decisions, further applications for assisted travel in relation to the same child at the same school cannot be accepted. The exception to this is where Southampton City Council, or body appointed, is satisfied that there has been a significant and material change in circumstances since the original application was considered.
- 8.2 Where Southampton City Council determines a change to its School Travel Policy, parents, carers, and post-16 students affected by the change can apply for a review and appeal in accordance with the arrangements set out in this policy.



## **9.0 Complaints**

- 9.1 Complaints about service delivery, shall be made in accordance with the Southampton City Council's Corporate Complaints Procedure. Complaints will not be accepted if simply seeking to challenge the decision following the review and appeal process set out above (in respect of which the appeal panel decision is binding and outside the scope of the Council's Complaints Policy).
- 9.2 Complaints about Southampton City Council's School Travel Service (rather than an appeal outcome) can be made via the website at: <https://www.southampton.gov.uk/council-democracy/have-your-say/comments-complaints/complaints/>.