

Shropshire Council Home to School Travel Policy

1. Introduction

This policy sets out Shropshire Council's policy for providing school travel assistance, in accordance with the 'Travel to School for children of compulsory school age' statutory guidance. The policy aims to ensure statutory compliance, fairness, and clarity in the provision of travel assistance, the policy also incorporates broader discretionary support options, as detailed below.

2. Legal Framework

Shropshire Council's statutory duties are governed by the Education Act 1996 and the Department for Education's Travel to School for Children of Compulsory School Age statutory guidance. Local authorities must:

- Make suitable travel arrangements for eligible children of compulsory school age residing within their area.
- Ensure arrangements are efficient and cost-effective, and that no eligible child is prevented from accessing education due to lack of suitable travel arrangements.
- Regularly review travel policies, ensuring alignment with the most recent statutory guidance.

3. Eligibility Criteria

The pupil must live in the Shropshire Council Local Authority area, with their 'home' address being where they normally reside. Where parents do not live together and the child/ren spend part of their week with each parent, transport will only be provided for one address. The home address will therefore be defined as the one where child benefit is claimed.

A pupil is entitled to free school transport if attending full-time at the nearest or the local Authority's designated catchment primary or secondary school to the home address and living over 2 miles (for primary aged pupils) or 3 miles (for secondary aged pupils), measured by the shortest available pedestrian route (which may include public footpaths and rights of way). Please note that private/unadopted roads and/or lanes leading up to the property are not included in our measurements.

In relation to the shared Shrewsbury catchment area, the local authority's designated catchment is determined using the 'nearest school' test as defined within the admissions code.

Where the nearest and/or catchment school has no available places, transport will be provided to the next nearest school as confirmed by Shropshire Council's Admissions team.



Measurements made for determining whether home addresses are 2 or 3 miles from the school in question, or for determining the nearest school to a home address, are made from the nearest available entrance of the home to the nearest available entrance to the school, both from points where the nearest entrance meets the public highway.

Existing transport networks already provide buses or cars from near to most homes. The pick-up point will be within a reasonable distance of the home. Door-to-door transport is not normally provided. A pupil's entitlement to transport can only be given by written confirmation from the Authority following completion and submission of a Free School Transport Application form by the applicant and not by any telephone or verbal communication.

Transport is not provided for after-school activities or between sites during the school day.

Income Assessed Transport

If your child is of secondary school age (aged 11-16, school year 7-11) and you are in receipt of free school meals, the Authority can provide transport assistance to one of the three nearest suitable schools to the home address, where the distance between school and the home is between 2 and 6 miles measured by the shortest available pedestrian route up to 3 miles and shortest available road route for 3 to 6 miles.

Nearest School with Spaces

Where a child's nearest or catchment area school is full, transport may be provided to the next nearest school with available spaces, as confirmed by the Council's School Admissions Team, provided that the relevant home-to-school distance criteria are also met.

To qualify, parents/carers must have applied for the nearest or catchment area school during the admissions process. If an application was not made for the nearest or catchment area school, and the Council's School Admissions Team confirms that the child would have been offered a place at that school on National Offer Day (or for In-Year applications the date of the school application) had they applied, then they will not qualify for transport.

Applications under Nearest School with Spaces grounds should be submitted as soon as possible after the school place is confirmed. Records regarding the availability of school places on specific dates may only be held for a limited time by the Council's School Admissions Team. If these records are no longer available at the point of assessment, eligibility cannot be confirmed and therefore transport will not be provided.

Unsafe Walking Routes

Transport on Unsafe Walking Routes grounds will be provided to those attending their nearest or catchment area school, but who are living less than the statutory walking distance to school, if the route has been assessed as 'unsafe' by the Authority and there is no alternative route available within the statutory walking distance. Please note, as per



Appendix A; the lack of street lighting along a route does not deem it to be unsafe for a pupil to walk. (See Appendix A for full policy details.)

Pupils with Special Educational Needs and Disabilities

For pupils with an Education, Health and Care Plan (EHCP), applications for home to school transport should be made via the Council's Special Educational Needs and Disabilities (SEND) transport process. Eligibility and provision will be assessed in accordance with statutory guidance and the child's individual needs. (See Appendix B for full policy details.)

Temporary Medical Grounds

Travel assistance may be provided for pupils with temporary medical conditions that prevent them from walking to school where they are attending their nearest and/or catchment school and live below the statutory walking distance.

Parents must submit written evidence from a medical professional (consultant and/or specialist) currently treating their child explaining why they cannot make the journey and stating the expected duration of incapacity. The council will reassess transport options if standard provisions do not meet medical needs. Allocation of a school place on medical grounds does not automatically entitle a pupil to transport on medical grounds.

Applications are regularly reviewed, with ongoing medical evidence required.

Erroneous Provision of Free School Transport

If it is determined that a pupil has been granted free school transport in error, the entitlement will be withdrawn according to the following guidelines:

- For pupils in examination years, transport will continue until the completion of the relevant course.
- For pupils not undertaking examination courses who have been receiving transport for an extended period, provision will cease at the end of the academic year.
- For pupils not on examination courses and who have received transport only briefly, a notice period of one term will be provided prior to withdrawal of transport.

4. Discretionary Support

Discretionary support means that the Local Authority may provide travel assistance in certain circumstances that are not covered by statutory duties, based on individual assessment and available resources; these decisions are made at the LA's discretion and there is no obligation on the Authority to provide or continue to provide this.

Examination Grounds

An application for transport assistance on Examination Grounds will be considered where a family move address (but still reside within Shropshire Council's Local Authority area) during



a child's examination year (year 10 or 11). For assistance on Examination Grounds to be granted, the pupil must have been attending the nearest or catchment area school prior to the address change.

The Authority will normally only provide assistance where the distance between the new home address and the school is over 3 miles, but no more than 10 miles. Where assistance is granted, transport will only be provided in the form of a bus pass for an existing school contract or public service vehicle. If there is no suitable transport already in existence, assistance by way of Parents Traveling Expenses will be provided.

Bespoke or taxi transport is not provided in these circumstances.

Denominational

A pupil is entitled to school transport assistance if attending full-time at the nearest denominational school where the religious education provided is significantly different from that provided in community schools and is of the religion or denomination to which at least one parent adheres, and,

- for primary aged pupils, the distance between the home and the school is between 2 and 6 miles.
- for secondary aged pupils, the distance between the parent's home and the school is between 3 and 16 miles, or for pupils transferring from a denominational primary school catchment where the distance home-school is over 16 miles, assistance will be given to the 16 mile limit and parents are responsible for costs beyond this limit.

Assistance will be in the form of a pass on an existing route, a refund of public service fares or where no suitable transport exists, a reimbursement of parental travel expenses.

Temporary Seats Payments Scheme

Children of compulsory school age in Shropshire who are not eligible for free school transport may be able to purchase a spare seat on contracted school transport, subject to availability and a fee.

Temporary seat passes may be issued for one term at a time when available and upon payment of the required fees. Existing routes will not be changed; parents are responsible for arranging for their child to get to and from designated stops. Seats can be withdrawn at any time with little notice, so alternative arrangements should be in place. No refunds are given once a child has used the Temporary Seats Scheme, even if a seat is cancelled or withdrawn.



Where there are more applicants than seats available, allocation of places will be made in the following order:

1. Pupils living in the catchment area of the school they are attending (in date order of application)
2. Pupils who live outside the catchment area and in a higher year group (in date order of application)
3. All other applicants, in date order of application

If fees are not paid on time after a seat is offered, the offer will be withdrawn and given to the next pupil on the list.

Parents Medical Grounds

For primary students attending their nearest and/or catchment school but living under the statutory walking distance, travel assistance may also be considered if both parents are unable to accompany their child due to medical conditions or disabilities. Parents must submit written evidence from a medical professional that is currently treating them (consultant and/or specialist) explaining why they cannot make the journey and stating the expected duration of incapacity. Applications are regularly reviewed, with ongoing medical evidence required. Transport provision will be offered in the form of a seat on an existing vehicle or Parents Travelling Expenses. Bespoke or taxi transport is not provided in these circumstances.

Post 16

There isn't a statutory duty to provide transport for post-16 aged students, however Shropshire Council currently offers a contribution scheme for post 16 students. To be eligible, students must be attending their nearest Post 16 establishment that offers A-Levels or the chosen vocational course and live more than 3 miles from the Post 16 establishment measured by the shortest available pedestrian route.

The agreed level of contribution is reviewed for each academic year and payment can be split into three termly payments, payable prior to the start of each term. Please be aware that no refunds are issued for reduced or cancelled travel.

Entitlement will be reassessed on an annual basis and necessary evidence must be supplied to qualify for the lower rate contribution.

If you live in a neighbouring authority, such as Telford and Wrekin, you will need to apply to your home authority, even if the student will be attending a college in Shropshire. Applications should be made to the authority to whom you pay your council tax.

Assistance via this scheme may not be the most cost effective option, and in some cases parents/students may get better value by purchasing season tickets directly from their local transport operator, rather than contributing via the post-16 scheme. Therefore, before



applying you're advised to check the most cost effective method of purchasing season tickets by directly contacting your local operator. We also advise liaising with the college/sixth form that the student will be attending, as many offer assistance with transport and some have their own private transport (on which it is possible to purchase a seat directly). Bespoke or taxi transport is not provided in these circumstances.

For full policy details please see our website [Post-16 | Shropshire Council](#).

Other Circumstances

In exceptional circumstances, discretionary travel assistance may be provided for children whose needs fall outside the local authority's statutory duties. Each case is assessed individually, and, where available, access to a spare seat on an existing school transport route may be offered. Parents or carers will be required to make a financial contribution, as outlined in the Authority's current policy basis. This is not guaranteed and depends on seat availability and resource constraints.

Work or childcare commitments, or the cost to the parent of public transport, are not considered exceptional circumstances for the provision of discretionary travel assistance.

Parents who state a preference during the application process through the Council's school admissions team for a place at a school that is not the nearest or catchment area school, will be responsible for all school transport arrangements and costs during the child's school life.

If you are eligible for free school transport to your child's existing primary or secondary school and you choose to move your child to another school, for whatever reason, free school transport eligibility does not automatically transfer with the change of school. You may find that your eligibility ceases when you make the transfer. For eligibility to be reassessed, a new free school transport application should be submitted.

Similarly, if you are eligible for free school transport to your child's existing primary or secondary school and you move address, for whatever reason, free school transport eligibility does not automatically transfer with the change of address. If the school is no longer the nearest and/or catchment school to the new address then free school transport will cease. For eligibility to be reassessed, a new free school transport application should be submitted.

Discretionary support is considered on a case-by-case basis, aligning with statutory obligations and a commitment to equity and inclusion whilst balancing resources.

5. Application Process

Parents or carers must apply for travel assistance and this can be done either by completing the online application available on Shropshire Council's website or by calling Shropshire Council's Customer Services team on 0345 678 9008.



There is no set timeframe for processing applications, although they are typically processed within two weeks, but those submitted during the spring or summer term for the start of the new academic year may take longer due to high demand.

Decisions are communicated in writing, with reasons provided for any refusal.

6. Types of Travel Assistance

- Dedicated school transport: Council-contracted buses or minibuses where available.
- Public transport passes: Season tickets for local bus or rail services.
- Parental mileage allowance: Reimbursement for parents/carers who transport their child, subject to agreement and local circumstances.
- Personal travel budgets: Direct payments to families to arrange suitable travel, where appropriate.

All arrangements are subject to regular review to ensure suitability, efficiency, and value for money.

7. Behaviour on School Transport

Safe and respectful behaviour on school transport is critical to ensuring the safety and well-being of all passengers and staff. The policy applies to all pupils using Council-arranged transportation, including mainstream and special educational needs transport. It supplements school behaviour policies and travel conditions, making good conduct a condition for riding the bus. Positive behaviour is encouraged, while unsafe or disrespectful behaviour results in sanctions.

For full policy details see Appendix C.

8. Appeals and Complaints

If a student is refused transport assistance, staff within the School Transport team will provide, in writing, the reasons for the rejection of an application at the point of assessment. If an application for travel assistance is not approved, you do have the right to appeal. Appeals should be made in writing and should set out the exact nature and grounds of the appeal. Please note that during the appeal stages, travel assistance will not be provided, nor will a change to existing travel assistance be made.

Stage 1 - Officer Review

A senior officer from the Passenger Transport Group will review the original decision, including any information provided by the parent/carer in their written appeal. Within 20 working days, on receipt of the written appeal a detailed written notification of the outcome



will be sent to the parent/carer. This will include information on how to escalate the case to stage 2 (if appropriate).

Stage 2 - Transport Appeals Panel

A parent/carer has 20 working days from receipt of the local authority's stage one written decision notification to make a written request to escalate the matter to stage two. Within 40 working days of receipt of the parent/carer's request, an independent appeal panel will consider written and verbal representations from both the parent/carer and any other supporting information as well as officers involved in the case and will give a detailed written notification of the outcome (5 working days after the panel has met). Any request for an appeal should be sent in writing via email to schooltransport@shropshire.gov.uk or to the postal address: Passenger Transport Group, Shropshire Council, 107 Longden Road, Shrewsbury, Shropshire, SY3 9DS.

Complaints about the process or service should be made through the Council's general complaints procedure rather than the appeals process.

After the appeal process is complete, parents can complain to the Local Government Ombudsman if they think the Local Authority mishandled their case, or seek a judicial review if they believe the refusal of travel violates public law.

9. Monitoring and Review

Shropshire Council will review this policy annually, or sooner if statutory guidance changes. Feedback from parents, schools, and stakeholders will be considered and may be incorporated.

10. Appendices

- Appendix A: Unsafe Walking Routes Policy
- Appendix B: SEND Home to School Transport Policy
- Appendix C: Post 16 Transport Policy
- Appendix D: Behaviour on School Transport Policy

For further information, clarification, or to access this policy in alternative formats, please contact the School Transport Team at Shropshire Council at schooltransport@shropshire.gov.uk



Appendix A

Unsafe Walking Routes Assessment Policy

Local Authorities have a statutory duty under the Education Act 1996 to provide home to school transport for eligible children (as defined by Section 508B of the Act).

The Act specifies that one of the categories of eligible children for whom transport must be provided, is defined as “children who cannot reasonably be expected to walk to their nearest suitable school because the nature of the route is deemed unsafe to walk” (Department for Education Statutory Guidance 2014). This document only relates to this part of the Act. In relation to all other applications for free school transport please see our policies on our website at www.shropshire.gov.uk

This policy applies to children who live within the statutory walking distance to their catchment or nearest suitable school. Shropshire Council may give help with travel if the route has been assessed as “not available” and there is no other alternative route below the walking distance. This policy has been written in line with the Department for Education Statutory Guidance 2014 and the Road Safety GB Assessment of Walked Routes to School guidelines November 2025.

Assessment and calculation of routes

The Council uses a mapping system to establish the distance between the home address and the catchment or nearest suitable school. A route may be a road, public byway, footpath, public right of way, canal towpath or a bridleway which provide a suitable walking surface. This system measures along the footpath network between the pupil’s home gate or drive to the nearest gate/entrance of the school grounds. (Please note that some internet packages may show different measurements as they use the road network to measure distances.) If a route has been assessed within the last 5 years and not deemed to be an “unsafe walking route”, it will not be reassessed, unless there is evidence of material change to the route that may affect its classification. If the route has never been assessed or was assessed more than 5 years ago, it will be walked or observed (traffic counted) by a member of the team to determine if it should be classified as “unsafe”.

Timing of Assessments

The assessment of the route will take place on a school day and at the same time as if your child was walking to or from school at the start and end of the normal school day. If there are road crossings to be made along the route, the assessment will include a traffic volume count to establish the level of traffic using the route. If the concerns are regarding the route between a pick up or drop off point, then the timings of the assessments will be adjusted accordingly. If Shropshire Council finds that a section of the route is considered “unsafe to walk” then it will no longer be included as part of the statutory walking distance measurement.



If there is an alternative route which avoids the “unavailable” section of the route, Shropshire Council will measure the new route and if it is further than the statutory walking distance, then free school travel assistance will be provided. However, if the alternative route is still less than the statutory walking distance, free school travel assistance will not be provided.

Accompaniment

Where a local authority decides that a route is reasonably safe for an accompanied child, there is a general expectation that the parent/carer will accompany their child or make other suitable arrangements for their journey to school. A child will not automatically be eligible for free home to school travel solely because their parents/carers work commitments or caring responsibilities mean they are unable to accompany their child themselves. A child may not be able to walk a route in reasonable safety if they are alone but may be able to do so if they are accompanied by an adult.

This policy therefore assumes that a child will be accompanied by a responsible parent/carer.

Risks

The assessment process considers only the potential risk created by traffic, highway and topographical conditions. Local authorities are not legally obliged to provide free transport just because parents perceive the route to be unsafe on the grounds of personal safety and security.

Shropshire Council does not consider the following when assessing whether a route is “unsafe to walk”:

- Local weather conditions – severe weather may be regarded as a reason for a child to be absent from school
- Transient events – road closures, construction work, flooding
- The presence of uncut hedges
- Difficult terrain/arduousness of the route – steep hills are not considered as “unsafe to walk”
- Practicalities or time taken to walk the route
- Personal security or safety

Street Lighting

The absence of street lighting is not a factor on its own that would determine a route to be “unsafe”. This is because sight lines and visibility are considered during the assessment process and it is the responsibility of the parent/carer to ensure that their child/ren wear suitable clothing and footwear, including reflective clothing if appropriate and flashlights where necessary.



Road Accident Data

The accident record for the route over a period of 3 years will be taken into consideration. The existence of an accident record does not necessarily indicate that the route is unsafe for the journey to school, this would depend on the type, nature and relevance of the incidents.

Crossing Points

When it is necessary to cross a road, where there are marked pedestrian crossings, pedestrian refuges, signal controlled junctions (with a pedestrian phase) and location with a School Crossing Patrol the route will not be deemed an “unsafe route to walk”. At locations where there is no such facility, crossing points will be assessed to ensure there is a suitable crossing point with sufficient visibility and traffic gaps to cross in reasonable safety (see Traffic Count below).

When assessing a route, an officer will document where there is a need to cross and identify where it is appropriate to cross and the visibility at that point.

Footways and Verges

For all sections of road where there is a footway or roadside strip of reasonable width then the route is not deemed to be “unsafe to walk”. Where there is no suitable footway or roadside strip, the route may still not be deemed to be “unsafe to walk” if there are verges which provide a “step off” for pedestrians when vehicles are passing and adequate visibility to provide sufficient advance warning of approaching traffic.

Traffic Count

When a child is expected to cross a road or there is not continuous adequate footway, a traffic count will be carried out.

Where the two way (one way of a dual carriageway) traffic flow is below 240 vehicles per hour the road is assessed as safe to cross. This is based on the original County Road Safety Officers Association criteria and is equivalent to 1 vehicle every 15 seconds and allows a reasonable gap time to cross a 7m wide road at a walking speed of 0.91m per second.

Where traffic flow is greater than 240 vehicles per hour we will undertake a gap count analysis where children are expected to cross the road.

Where there is not continuous adequate footway we will take into account other factors, such as sight lines, visibility etc (see Footways and Verges above).

Passenger Car Units

3 pedal cycles = 1 PCU

2 motorcycles = 1 PCU

1 Car = 1 PCU

1 light goods vehicle (up to 3.5 tonnes gross weight) = 1 PCU

1 Bus/Coach (over 3.5 tonnes) = 2 PCUs



Goods Vehicles (over 3.5 tonnes) = 2 PCUs

Goods Vehicles (over 7.5 tonnes/multi axle lorries) = 3 PCUs

All vehicle counts are two way except on one way systems. Dual carriageways are counted as one way on each side.

Where the two way (one way of a dual carriageway) traffic flow is below 240 vehicles per hour the road is assessed as safe to cross.

A verge is a minimum area that a pedestrian could use as refuge which is defined at 1.5 metres in length and 0.5 metres in depth.

Only single unbroken sections of non-verged road will be measured and applied against, the cumulative effect on non-verged lengths on an entire route will not constitute the road being classified as “unsafe to walk” in its own right.

Professional Judgement

Particularly in rural areas, the exercise of continuing professional judgement is likely to be required. Professional judgement will be exercised in all route assessments.

Appeals

If an application for travel assistance is not approved, you do have the right to appeal, all details of our appeals process can be found on our website at www.shropshire.gov.uk or email schooltransport@shropshire.gov.uk to request a copy of the appeals policy.



Appendix B

SEND Home to School Transport Policy

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1. Introduction

We provide assistance with travel to school, free of charge, for children to whom the following apply:

- The child lives in the Shropshire Council administrative area, is of compulsory school age (5-16), **and**
- They attend their nearest school, catchment school or designated school, **and**
- The school is more than two miles from their home (children at primary age), or more than three miles from their home (children at secondary age)
- **Or** they live within the distances above but can't reasonably be expected to walk to school because of their special educational needs, disability or mobility problem
- **Or** because the nature of the route means they wouldn't be able to walk it in reasonable safety

2. Eligibility

Suitable travel assistance based on a child or young person's specific needs will be provided for pupils who, because of their special educational needs, disability or mobility difficulties, can't reasonably be expected to walk to their nearest/catchment or qualifying school.

For pupils aged 5-16 with special education needs, mobility difficulties and/or disabilities and/or an education, health and care plan (EHCP) to qualify for travel assistance, the following must apply:



- Ordinarily residing in the Shropshire Council authoritative area and of compulsory school age
- Travel assistance is only offered from the registered home address
- Registered at their nearest/catchment or qualifying school
- Can't reasonably be expected to walk to school because of associated special educational needs, mobility and/or disability

Travel assistance won't be provided for the following:

- Children or young people taken ill during the day
- Any type of appointments including medical or any other specialists
- Children or young people who have been excluded during the school day
- Breakfast or after-school clubs/any form of childcare
- Journeys from / to alternative addresses/placements
- Journeys between different campuses of the same school or college
- Individual pupil timetables
- Any off-site provision
- Bespoke transport for examinations
- Inductions, transitions or 'taster days'
- School trips if departure and return times sit outside the normal school drop off and collection time

3. Types of Assistance Offered

Once a child or young person's eligibility for travel assistance has been agreed, we'll offer three forms of assistance:

- Personal travel budget (PTB)
- Independent travel training (ITT)
- Assistance in the form of a council-contracted vehicle

This decision will be based on the most suitable type of travel assistance to meet the identified needs of the individual child or young person, and will take account of our duties to make the best use of our resources.

It should be noted that the type of travel assistance offered will be reviewed at least annually, and may change as the needs of the child or young person change, whilst continuing to ensure the most suitable travel assistance is provided to meet individual needs and the best use of our resources.

Travel assistance will usually only be provided for the beginning and end of the school day. Any other journeys required will be the responsibility of parents/carers, including attendance at annual reviews and other appointments.



We'll always consider forms of travel assistance that help to develop independent travel skills to enable children and young people to lead independent lives as they grow older.

Personal Travel Budget (PTB)

Once it's agreed that a child or young person is eligible for travel assistance, it may be possible for us to provide parents/carers with an amount of money to enable them to provide personalised travel arrangements that best and most flexibly meets the needs of their child and family. The sum provided will be based on the current contractor and associated seat cost, on a route that's able to meet the needs of the pupil.

It won't exceed the cost of direct provision of transport by the council. It's the parent/carer's responsibility to ensure that travel arrangements made by them are safe and accessible, and that school attendance is maintained. A PTB can be refused or withdrawn if these conditions aren't met.

This option may be of interest if:

- The parent/carer wants to take their child to school but needs support to make it financially viable
- The child or young person has very complex needs and the parent/carer wants to make their own travel arrangements, and/or the council may be unable to safely meet the complex needs of the child
- The parent/carer wants to combine the council's contribution with their own personal finances to provide the child or young person with bespoke travel assistance to meet their needs, and fit in with family circumstances

If a parent/carer is offered this form of travel assistance, it's their responsibility to ensure travel arrangements for the child or young person to:

- Enable them to travel safely
- Enable them to attend school regularly and on time
- Enable them to be effectively educated once they arrive at school

Independent Travel Training (ITT)

Once it is agreed that a child or young person is eligible for travel assistance the Council will first consider the suitability of Independent Travel Training as their first travel assistance offer. The training will support a child or young person to be taught the necessary skills that will allow them to effectively deal with and resolve a range of scenarios that they might encounter when travelling on public transport.

- Timetables (including time management)
- Road safety including walking and cycling



- Accessibility (access to transport, exits and purchasing tickets)
- Communication
- Personal safety (including what-if scenarios)
- Travel preparation

If the transport team, SEN education team or education setting identify through a transport application, the assessment process or an annual review that a child or young person may have the potential to be supported to travel independently through a travel training programme, then it will be arranged for our travel training provider to conduct an assessment in the first instance to decide if training is a suitable option for the individual.

If it is decided this is a suitable option, then arrangements will be made to begin training at the earliest opportunity. A trainer from our travel training provider will initially contact the parent/carer to arrange an assessment and discuss the offer. This assessment process is undertaken by a qualified Travel Trainer and involves contributions from the young person and their parents, school staff and other professionals. It is expected that where independent travel training is offered as a travel solution, a child or young person will take this up.

- Accessibility (access to transport, exits and purchasing tickets)
- Communication
- Personal Safety (including what-if scenarios)
- Travel Preparation

If the transport team, SEN education team or education setting identify through a transport application, the assessment process or an annual review that a child or young person may have the potential to be supported to travel independently through a travel training program, then it will be arranged for our travel training provider to conduct an assessment in the first instance to decide if training is a suitable option for the individual.

If it is decided this is a suitable option, then arrangements will be made to begin training, at the earliest opportunity. A trainer from our travel training provider, will initially contact the parent/carer to arrange an assessment and discuss the offer. This assessment process is undertaken by a qualified Travel Trainer and involves contributions from the young person and their parents, school staff and other professionals. It is expected that where independent travel training is offered as a travel solution, a child or young person will take this up

4. Application Process

- Parents must apply for travel assistance by completing an application form. This will be assessed to see if the pupil/student qualifies for travel assistance and parents will be informed of the outcome.
- There is no entitlement to travel expenses or reimbursements for transport arrangements made by parents before they apply to the Council or whilst the application is being processed for travel assistance.



- If your circumstances change such as change of address or change of school placement then a new application form will need to be completed.
- A new application is required when a pupil leaves year 11
- Travel assistance will not be commissioned until the contribution payment has been received from the parent/carer.

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5. Appeals Process

If an application for travel assistance is not approved by the Council, or the parent/carer disagrees with the type of assistance being offered, parent/carers have a right of appeal. The appeal should be made in writing within 20 working days of the decision letter being received by the parents/carers. Appeals are administered in two stages.

- Stage one – review by a senior officer. A senior officer from the Specialist Travel Team will review the original decision, including any information provided by the parent/carer in their written appeal. Within twenty working days, on receipt of the written appeal a detailed written notification of the outcome will be sent to the parent/carer. This will include information on how to escalate the case to stage 2 (if appropriate).
- Stage two – review by a panel. A parent/carer has twenty working days from receipt of the local authority's stage one written decision notification to make a written request to escalate the matter to stage two. Within forty working days of receipt of the parent/carer's request an independent appeal panel will consider written and verbal representations from both the parent/carer and any other supporting information as well as officers involved in the case and will give a detailed written notification of the outcome (5 working days after the panel has met). Parents/carers will have the opportunity to join a formal appeal panel if they wish, this will normally be done online via Microsoft Teams.

No assistance will be provided or changes to the assistance offered will be made during the appeals process.

[Appeals | Shropshire Council](#)

6. Travel Assistance Reviews

- All children and young people's eligibility for travel assistance will be reviewed regularly.
- The review will also determine if the type of assistance remains appropriate and when independent travel training should commence.



- Where travel assistance has been granted on a time-limited basis further information will be sought prior to the end of the agreed assistance period to enable a timely review to take place.
- Travel assistance will also be reviewed when there is a significant change in circumstances, such as a change in home address, school or a change in the child's or young person's needs.
- Transport contracts will also be routinely tendered to ensure we are compliant with procurement rules. We will aim to give families notice (unless tendered for an unforeseen circumstance/emergency reason) and support in managing any change where possible.
- It is the responsibility of the parent/carer to notify the Council immediately of any changes that may affect the provision of travel assistance. Any changes will mean that there may be a period of time that no provision for travel assistance is in place and parents need to have appropriate contingency arrangements in place in order to get their child to school.
- Parents/carers must keep pupil information up to date and inform the Passenger Transport Group of any changes to address, school placements, pupil need/medical need and emergency contact information.



Appendix C

Shropshire Council Behaviour on School Transport Policy

Safe and respectful behaviour on school transport is critical to ensuring the safety and well-being of all passengers and staff. This policy establishes clear expectations and responsibilities for pupils using home-to-school transport, emphasizing safety, mutual respect, and zero tolerance for dangerous or abusive conduct. It aligns with legislation such as the Education and Inspections Act 2006 and fosters cooperation among the Council, schools, parents, and transport staff to maintain a safe, orderly environment on school buses and other transport modes.

Scope and Principles

The policy applies to all pupils using Council-arranged transportation, including mainstream and special educational needs transport. It supplements school behaviour policies and travel conditions, making good conduct a condition for riding the bus. Positive behaviour is encouraged, while unsafe or disrespectful behaviour results in sanctions.

Roles and Responsibilities

Pupils – Expected Behaviour

Pupils must always follow the driver's instructions, use their assigned vehicle and stop, and carry a valid bus pass daily where issued. Boarding and disembarking must be done safely and orderly, with adherence to the Green Cross Code when crossing roads. During the journey, pupils must remain seated, wear seat belts where provided, keep aisles and exits clear, and refrain from distracting the driver. Respectful behaviour towards drivers, assistants, and fellow passengers is mandatory, with bullying and abusive language strictly prohibited. Eating, drinking, smoking, and vandalism are forbidden, and misuse of emergency equipment is a serious offence. If a pupil misses their bus, they should report to school staff and contact parents rather than attempting alternative travel independently. Any concerns or incidents should be reported promptly to parents, schools, or the Council.

Parents/Carers – Responsibilities

Parents and carers play a vital role in reinforcing good behaviour and ensuring safety. They must ensure children travel safely to and from bus stops, supervise young or vulnerable pupils, and have contingency plans for delays or missed buses. Parents should ensure children carry valid bus passes where issued and understand the importance of using



designated routes without requesting unscheduled stops or unauthorized riders. They are encouraged to discuss and reinforce the bus conduct rules, support school and Council discipline efforts, and ensure children do not carry prohibited items. Parents are financially liable for any damage caused by their children and should maintain communication with schools and the Council to address any issues or concerns.

Schools and Council – Responsibilities

Schools treat travel behaviour as an extension of the school environment, communicating transport rules and integrating them into overall behaviour policies. They have authority to discipline pupils for conduct on the journey to and from school and cooperate with the Council in managing incidents. Drivers maintain order through instructions and report incidents, while passenger assistants supervise and support pupils, especially those with special needs. Both schools and the Council promote positive behaviour and maintain open communication with families about behaviour expectations and incidents.

Unacceptable Behaviour and Prohibited Conduct

The policy prohibits aggression, bullying, abusive language, dangerous distractions, refusal to obey safety rules, vandalism, theft, throwing objects, substance use, unreasonable behaviour toward staff, and other illegal or dangerous acts. Such behaviours are considered serious breaches and will lead to disciplinary action. Some behaviour may also require the involvement of the police. Generally a sanction will only be applied after investigation of an incident (however where there is a serious health and safety risk an immediate sanction may be applied).

Examples of the type of behaviour, which will invoke a sanction, are listed below:-

- Bullying/harassment/intimidation (physical and/or verbal)
- Distracting/assaulting the driver
- Failure to follow instruction from the driver
- Standing forward of the driver
- Using the emergency exit
- Drug misuse
- Moving around the vehicle
- Sitting in the stairwell
- Throwing objects inside the vehicle or out of the windows
- Health and safety breaches (including tampering with safety equipment such as emergency exits, CCTV cameras, smoke alarms, fire extinguishers, first aid box)
- Smoking



- Spitting
- Verbal abuse - swearing
- Bringing unsafe objects onto the vehicles (i.e. pen-knives, cigarette lighters)
- Playing personal stereos without headphones
- Assaulting the passenger assistant
- Vandalism/damage to the vehicle (criminal damage will be reported to the Police and parents will be held responsible for any damage caused to the vehicle)

This is not an exhaustive list and each incident will be investigated on its own merit.

Children with Special Educational Needs and Disabilities

We recognise that pupils with special educational needs and disabilities (SEND) may display a wide range of behaviours as a result of their individual needs, and we understand these situations can sometimes be stressful for families and children. Our team is committed to working collaboratively to support each child's needs and create the safest and most supportive environment possible for every pupil.

We rely on parents/carers keeping us informed about their child's needs, which helps us respond effectively and deescalate scenarios swiftly if required. We also work closely with schools to assist when necessary, and we appreciate their continued partnership in managing individual behaviours.

There may be times when a child or young person's behaviours—including those that are challenging, disruptive, or present a safeguarding concern—make it unsafe for them, fellow passengers, or transport staff to continue travelling on school transport. In such instances, we will discuss alternative options and may offer travel assistance in the form of a Personal Travel Budget (PTB). A PTB is financial support provided to families so they can arrange suitable travel for their child. If this becomes necessary, we will contact you directly to explain the process and support you through the next steps.

Non Entitled Pupils Accessing TSPS

Those pupils who have no entitlement to free school transport but access our Temporary Seats Payment Scheme may be permanently withdrawn from the scheme where there is repeated poor behaviour. Parents will then be required to make their own arrangements.

Consequences and Enforcement

Misbehaviour leads to graduated consequences:



- **On-the-spot corrections:** Drivers or passenger assistants issue verbal warnings for minor issues, expecting immediate compliance.
- **Reports and investigations:** Significant or repeated incidents are reported and investigated, including the use of CCTV footage where available and witness statements.
- **Warnings and parental notification:** First-time or less severe incidents result in warning letters sent to parents, emphasizing the importance of good conduct and potential escalation.
- **School disciplinary actions:** Schools may impose sanctions aligned with their policies, including detentions or exclusions, coordinated with the Council.
- **Temporary suspension of transport:** For dangerous or persistent misbehaviour, transport privileges may be suspended for a defined period (usually starting with one week and increasing incrementally), with parents responsible for alternative arrangements.
- **Permanent withdrawal of transport:** Extreme or repeated misconduct can lead to permanent exclusion from Council-provided transport, requiring families to arrange their own travel. This is a last resort after other measures fail.
- **Support and alternatives:** The Council may offer alternative transport solutions or budgets for eligible pupils during suspensions, focusing on safety and attendance continuity.
- **Reinstatement and behaviour agreements:** Temporary bans may end with review meetings and behaviour contracts; permanent bans may be reconsidered upon evidence of improved behaviour.
- **Restitution and legal action:** Parents are liable for damages caused by their children, and serious offences may involve police action, including criminal charges.
- **Appeals:** Parents can appeal long-term transport exclusions through a formal process, with decisions reviewed by a panel. Appeals should be emailed to schooltransport@shropshire.gov.uk or for children with SEND special.transport.team@shropshire.gov.uk

