****

**Home to School**

**&**

**Post 16 Transport**

**Policy**

**2026/27**

**Reviewed: August 2025**

**Adopted: September 2025**

**Should you have any queries relating to this policy please contact:**

**Email:**  [**hometoschooltransport@blaenau-gwent.gov.uk**](mailto:hometoschooltransport@blaenau-gwent.gov.uk)

**Telephone Number: 01495 311556**

**Should you have any queries relating to the provision of your child’s transport or require support in making an application please contact:**

**Email:** [**hometoschooltransport@blaenau-gwent.gov.uk**](mailto:hometoschooltransport@blaenau-gwent.gov.uk)

**Telephone Number: 01495 311556**

**Blaenau Gwent has introduced an on-line application system for parents to apply for Home to School or Post 16 transport for their child(ren). Please visit the link below via the webpage:**

[**http://www.blaenau-gwent.gov.uk/resident/schools-learning/school-transport/**](http://www.blaenau-gwent.gov.uk/resident/schools-learning/school-transport/)

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**1.0 Introduction**

This policy document has been produced by Blaenau Gwent County Borough Council in relation to 2026/27 academic session This policy will be reviewed annually in line with the requirements of the Learner Travel (Wales) Measure.

The purpose of the policy is to ensure that relevant information around home-to-school and post 16 transport arrangements is available to parents/ carers, pupils and partners.

The Council has developed a code of practice, to support safe travel arrangements. The code of practice forms part of the application process and ensures that both learners and operators are aware of the expectations upon them, whilst accessing/ providing transport.

[School Travel - Code of Good Practice (blaenau-gwent.gov.uk)](https://www.blaenau-gwent.gov.uk/media/ebhf2x2d/schooltransport_codeofgoodpractice.pdf)

**2.0 Background**

The Council has a duty to provide transport in accordance with Learner Travel (Wales) Measure~~.~~

The distance by which entitlement to transport is calculated is defined as the walking distance of the shortest available route, that is deemed to be safe. Route designation is carried out in accordance with the risk assessment procedure as detailed in the Leaner Travel Statutory Provision and Operational Guidance (2014).

Under section 32 of the Education Act 2002 (which was amended by section 21 of the Measure), Councils have the power to change school session times, **if the change is considered necessary or expedient to promote the use of sustainable modes of travel, or to make travel arrangements more effective or efficient**.

**3.0 Who Qualifies: The Main Criteria**

Blaenau Gwent Council will provide free transport for children attending their nearest suitable school, where the distance from home to school is over the specified walking distance detailed below:

* more than 1.5 miles from home for children aged under 8 years (at the commencement of the academic year) but of statutory school age. Any transport awarded will remain in place for the whole of the academic year.
* more than 2 miles from home for children aged 8 years and over (at the commencement of the academic year).

Distances are measured by using the Council’s Digital Information Mapping System, to determine the shortest available safe walking route between the home address and the main gate of the school to be attended. The Council can use its discretion on approving transport within approximately 0.1 mile of the above distances, based on the existing Home to School Transport distance criteria identified above - Transport will only be approved where there is already an existing provision with capacity in place.

Parents are able to choose an English-medium, Welsh-medium or a denominational school for their child. The child will qualify for home to school transport to the appropriate catchment area school. When the catchment area school is full and unable to admit a pupil, free transport will be provided to the next nearest available school that has room to take the pupil, as long as the home is 1.5 miles or more away from the school for pupils under the age of 8 years, or 2 miles for pupils aged 8 and over.

The provision of free school transport will be arranged to coincide with the start and end of the normal school day and shall be provided during the school term time. Home to School transport is not provided for breakfast clubs, after school clubs or any activities during school holidays.

Transport will be provided from pick-up points at approved bus stops on the nearest public transport route to the pupil(s)’s home, where possible.

\*All awarded transport will be reviewed periodically in line with changes to circumstances relating to the pupil(s) transport requirements.

**4.0 Additional Learning Needs (ALN)**

The Council believes in and promotes independence for all learners. This encourages independent living as well as health and well-being.

**In line with the ALNET, the LA will need to consider supplying transport for all pupils with ALN and who have a Local Authority (LA) Individual Development Plan (IDP) to the end of the academic year following their 19th birthday. The Council will provide transport assistance for pupils with ALN in line with the following eligibility criteria:**

* if the pupil qualifies on distance grounds.
* If transport is identified by the ALN team as necessary because the placement best meets the pupil's needs, and this is recorded in the LA IDP as a requirement regardless of distance due to the pupil’s medical need, additional learning need, or disability; or,
* if it is determined by the ALN team that there is no suitable education provision within the Borough which meets the needs of the pupil. In such circumstances, the Council would seek to source a suitable out of county placement.

The above arrangements will be subject to reviewin line with any changes to the pupil’s circumstances which may affect their transport entitlement or requirement**.**

If parents choose a school other than the school named by the Council’s ALN team, it is the parent/carers responsibility to secure transport arrangements for their child and cover the associated costs.

**4.1 Requests for Transport: ALN Provision**

Pupils requiring ALN transport who live more than 1.5 miles (for those under 8 years of age) or more than 2 miles (for those aged between 8-16 years of age) from their nearest agreed ALN provision, will automatically qualify for free home to school transport.

\*Please note - in instances where the school is a parental choice and not the provision determined by the ALN Panel, **no transport will be provided by the Council**.

The Council has established a process in order to assess the travel needs of pupils who may require ALN transport, as follows:

* All placements agreed by ALN Panel for pupils with ALN, need to be considered by the Transport team to ensure the eligibility criteria has been met.
* If it is identified that transport is required, the application form will be completed online by parents, once confirmation of placement has been given and returned to the ALN team for approval and this will then be forwarded to the Home School Transport team to procure transport.
* Individual pupil risk assessment forms will only be completed if requested by a parent/carer, or if the pupil has needs that warrant completion of this form, e.g. profound and multiple learning difficulties. Schools will coordinate completion of the form; this will then be discussed at the Joint Education / Home to School Transport meeting. The meeting will determine the pupil’s transportation needs, along with the type of transport required.
* The Transport Team require 15 school days upon receipt of the Pupil Transport Request Form, in order to arrange transport. Where the transportation needs of the pupil require the Council to tender and/or source specialist training, the timeline will be in excess of 15 days and determined on a case-by-case basis.

Where transport has been agreed, the Transport Officer and/or transport operator will contact the parent/carer and inform them of the arrangements. In cases where a transport request for pupils with a LA IDP is refused on the above grounds, parents/carers will receive notification from the ALN team in the letter confirming placement.

**4.2 Residential School Placements not in the County Borough**

Pupils with complex additional learning needs may require residential school placements. Residential placements are determined by the Social Services Complex Case Panel, with associated requirements considered on a case-by-case basis. When considering a placement, the cost of transport will be taken into account.

Transport can be provided for residential placements as follows:

* Weekly or fortnightly boarding – transport for the pupil to return home weekly or fortnightly during term time.
* 38-week termly boarding – transport at the beginning and end of each half term and one additional return journey per half term.
* 51/52 week residential placements – one return journey per term.

**5.0 Transportation of Children Looked After (CLA)**

Children’s Services will determine if it is considered appropriate for a child looked after (CLA) to attend a school other than the nearest suitable school to their residence, due to:

* the need to maintain continuity in education; and,
* or maintain contact with siblings and friends.

In these circumstances, transport for children who are looked after will be funded and coordinated by Children’s Services with the exception of those cases, whereby placement is agreed by Education with a clear rationale, based on the educational needs of the pupil.

Where placement requests are agreed by the ALN Panel based on meeting the pupils needs, these requests will be funded by Education and administered by the Transport Officer in accordance with the Belongings Regulations. The on-line transport application will be completed by the CLA Education Coordinator which will be submitted to the Transport Officer and copied to the ALN team, detailing the associated requirements.

In cases where children looked after reside and are educated outside of Blaenau Gwent; transport arrangements will be the responsibility of the Council within which the pupil resides, this is in line with Welsh Government legislation. The home Local Authority will pay all reimbursement costs to the Council where the CLA resides.

Transport is not routinely provided in circumstances where a child or children looked after are in respite accommodation.

If it is possible for existing school transport to accommodate the pupil(s) to and from the respite provision without delay or deviation from the route, this can be considered, subject to regular review.  Requests must be made to the Transport Officer in advance (where possible) and not drivers/escorts/operators directly. Where transport cannot be provided in these circumstances, arrangements will be coordinated by Children’s Services.

**6.0 Discretionary Welsh- medium Nursery Transport**

In line with the Council’s desire to promote access to Welsh-medium education, provided that there is capacity within the current transport arrangements, the Council will offer free transport for nursery pupils who reside over 1.5 miles from their home address to Ysgol Gymraeg Bro Helyg and Ysgol Gymraeg Tredegar.

This discretionary nursery provision may be withdrawn on the basis that it reduces availability of transport places for statutory aged learners.

**7.0 Transport Considerations**

**7.1 Change of Address - Transport Arrangements**

Pupils studying for their GCSE exams in years 10 or 11 who change address after the autumn half-term in year 10 will be entitled to free school transport – **this will be in the form of a season ticket/bus pass., the** **Council does not have a duty to provide a separate taxi**; providing that the new address is **over 2 miles walking distance** from their current school. Transport can also be provided on an existing contract. The entitlement to free transport is provided in this instance, if the pupil attended their catchment area school prior to the move. It is the responsibility of the parent/carer to ensure that the pupil is able to access the designated pickup and drop off points if using existing transport, and the pupil is able to access designated bus stops for season ticket holders.

**7.2 Schools with Multiple Campuses/Sites**

For multi-site/campus schools, if the campus nearest to the pupil’s home is unable to offer a place and an alternative campus or site is offered which is over the distance criteria, then free home to school transport will be provided.

**7.3 Permanently Excluded & Managed Move Pupils**

If a secondary age pupil has been permanently excluded from school, the Council will provide a bus pass to support change of placement as agreed / necessary. If a primary age pupil has been permanently excluded from school, the Council will provide appropriate transport as agreed/ necessary. Transport and/or bus passes will only be provided for pupil’s that enrol at an alternative mainstream setting within Blaenau Gwent.

Where a secondary aged pupil has moved schools as agreed via the managed move process, bus passes will be provided to enable the pupil to attend the newly agreed setting. If a primary age pupil has moved schools as agreed via the managed move process, the Council will provide appropriate transport as agreed/ necessary.

\*The above will not be applicable in instances whereby parents have elected for their child to change schools.

**7.4 Before & After School Activities**

If a pupil attends breakfast club or after school activity/club, then it becomes the responsibility of the parent/carer to transport their children to and from activities outside of the normal the school day.

**7.5** **School Trips**

On occasions when school trips fall outside the normal school day, pupils in receipt of free home to school transport will need to be collected from the school as per the arrangements in 8.4 above.

**7.6 Escorts**

All drivers of home to school transport provision and accompanying escorts are required to have enhanced Disclosure Barring Scheme (DBS) checks. The Council may provide more than one escort on transport should the need arise to do so. All arrangements will be reviewed on a regular basis.

The transport provider may change throughout the time a pupil receives Council transport – meaning that drivers and escorts may change; however, where possible, continuity of drivers and escorts will be provided by contracted providers of transport.

**7.7 Travel Assistance Reimbursement**

Fuel expenses can be claimed in circumstances where appropriate transport cannot be provided, and the need of the pupil is such that the parent/carermay be required to transport their child. For pupils with a LA IDP this will be assessed via the ALN team in partnership with the Transport Officer and agreed in writing in advance of finalising arrangements.

In instances where the Council is unable to secure an external operator, or if it is the best financial option, parents will be offered a personal transport budget to transport their children to and from school. This proposal will apply to all, including ALN learners.

Personal Transport Budgets (PTB) are also able to be made on a discretionary basis in specific circumstances.

Payments will be made to parents as follows:

* Parents will be required to submit a monthly claim.
* The Home to School Transport Team will then contact the school to confirm the pupils’ attendance/ absences in the preceding month. If a learner has been absent the following monthly payment will be reduced to reflect the days where travel has not been incurred.

There will not be any additional allowance for delays due to traffic conditions.

**7.8 Pupil Attendance**

In circumstances where a pupil is in receipt of free home to school transport and is not attending school regularly, the Council can withdraw the travel offer. This will be determined on a case-by-case basis. Parents/carers of those found to be in breach of the travel offer due to attendance issues; will resume responsibility for ensuring the travel arrangements of pupils to and from school. This process will be overseen by the Education Welfare Service.

At the end of each term, the Transport Team will provide the Education Welfare Service with a list of pupils that fall into the above category and attendance will be reviewed against the pupil’s records. Where pupils are identified the following process will be followed:

* Contact made with parents/carers to discuss transport issues.
* Warning issued to parents/carers of the intention to withdraw transport if no improvement.
* Attendance reviewed at the end of the following half term.
* If there has been improvement transport continues but if not transport offer withdrawn

**7.9 Preferred Schools/Parental Choice**

Parents/carers who choose a school other than the nearest suitable catchment school are responsible for getting their child to and from the school throughout the time that their child attends the school. This is also applicable for pupils with additional learning needs; please refer to section 4.3 for more information.

**7.10 Pupils Under 16 years Attending Vocational Training Provision**

Blaenau Gwent Council does not provide transport for pupils of compulsory school age attending a training provision unless placed by ALN or VLP panels, at those panels the decision will be made with regards to the provision of transport.

**7.11 Dual Residency**

Where parents have shared responsibility for their child and the child is permanently resident at more than one address, the Council will provide transport from both addresses, as long as they are both in the catchment area for the school concerned and are located over the required qualifying walking distance.

**7.12 Rural Areas/Transport Links**

Where appropriate, the Council will use its discretion in determining whether or not a taxi link will need to be provided to an existing bus service for those pupils living in rural locations.

**7.13** **Temporary Medical Conditions**

The Council understands that in some circumstances the health of a mainstream pupil may restrict use of mainstream transport, due to a temporary medical condition. In these instances, individual assessments will be undertaken to determine associated transportation need and risk.

If a pupil who has a LA IDP has a temporary medical condition, transport may be provided on request from either the ALN team or the Education Welfare team. Transport arrangements provided on medical grounds will be reviewed regularly.

Requests for long-term transport due to a medical condition must be made to the Council’s transport team and accompanied by a letter from the pupil’s **consultant.** The request must outline the pupil’s medical condition and health risks encountered should they be required to walk to and from school.

The Council will not accept requests directly from GPs.

**7.14 Concessionary Travel**

Pupils may be allowed to occupy spare seats on school buses as a temporary concession even though they do not satisfy the criteria referred to above. No charges are currently imposed by the Authority for providing transport in such cases. Concessions may have to be withdrawn at short notice and are not provided on local bus service transport. Concessionary transport applications are required each academic year, and applications will be accepted from 1st July for the following academic year.  Please note that concessionary transport will not be allocated until mid September each year.

**7.15 School Organisation Proposals**

The Council will provide free home to school transport for pupils of compulsory school age, where the closure of a school results in a pupil being transferred to another school. Pupils already on the register of the closed school will be provided with free transport to the new catchment school or the nearest school, subject to meeting the policy’s distance criteria - until the pupil finishes education at that school. If the pupil leaves this school, entitlement to this discretionary provision will end.

**8.0 Post 16 Travel**

**8.1 Transport Entitlement**

There is no requirement for the local authority to provide school or college transport free of charge to learners after they complete Year 11 (post 16 years of age).

All students living in Blaenau Gwent, however, will be provided with a discounted bus ticket or travel grant to the Blaenau Gwent Learning Zone, Ebbw Vale Campus as their designated Post 16 provider; or the nearest institution where their course is available depending on the following criteria:

* students must be between the ages of 16 to 19 (under 19 prior to the 1st September of the commencement of their course) to qualify.
* students shall reside in the County Borough of Blaenau Gwent.
* students must reside 2 miles or over (nearest walking distance) from their nearest college campus; and the students should attend a full-time course which requires attendance of 16 or more hours per week or a minimum 4 days’ attendance per week at the institution.

Students and pupils aged 19 or over at the commencement of the course are not eligible for travel assistance from the Council and in these circumstances, they are advised to contact their respective college for details of any available transport provision.

All transport for Post 16 pupils including and those young people, up to the age of 19 and are in receipt of a LA IDP, is agreed on a case by case basis by the ALN team in consultation with the Transport Officer during a meeting with the Home to School Transport and Inclusion teams. The Council may provide transport up to a maximum of three years for students between the ages of 16-19.

The criteria for Post 16 ALN transport is as follows:

* if the student qualifies on distance grounds.
* if transport is identified by the ALN team for a known student in receipt of a LA IDP and in conjunction with Education Transformation team as being a requirement irrespective of distance, due to the nature of the student’s additional learning need or,
* if it is determined by the Post 16 and/or the Complex Needs groups, in conjunction with Education Transformation team that there is no suitable college provision within the Borough which meets the needs of the ALN pupil. In such circumstances, the Council would seek to source a suitable out of county placement.

**\***The above arrangements will be subject to reviewin line with any changes to the student(s) circumstances which may affect their transport entitlement or requirement**.**

**8.2 Travel Grant**

The Council’s present policy is to provide travel assistance to those who meet the criteria up to a maximum of £150 per academic session. This will be paid termly as follows: £50 autumn, £50 spring and £50 summer.

**8.3 Welsh Medium/Faith Education**

Pupils who wish to undertake their Post 16 studies via the medium of Welsh or attend a Faith school are required to travel further distances for their education, with no direct public service bus routes. These students have the opportunity to utilise the existing contracted bus provision in lieu of the Travel Grant, if appropriate.

**8.4 How to Apply**

Applications for transport assistance are available on Blaenau Gwent’s website.

Parents/Students can submit an application for transport assistance at any time, however, there is always an increase in demand prior to the start of an academic year and parents are advised to allow additional time. The Council sets a target to process allapplications received within 15 school/college days, unless specialised provision is required.

Further information can be found on the following websites https://www.coleggwent.ac.uk/

and <http://www.blaenau-gwent.gov.uk/resident/schools-learning/school-transport/>

**9.0 Procedures**

**9.1 Safe Walking Routes to School/Learner Travel Arrangements**

Safe Walking Routes to school are assessed individually by the Transport Team in line Welsh Government Learner Travel Measure (2014). A route is considered to be suitable if it is safe for a child/young person to walk alone or with an accompanying adult, where appropriate. It is recognised that occasions may arise when routes may become hazardous. In these circumstances, the Council reserves the right to provide free home to school transport for distances below the discretionary limits in the interests of the safety of the relevant learners. The Council will assess route safety through using clear Council criteria and a determination will be made on a risk assessment basis, where necessary.

**9.2 Extreme Weather**

Extreme weather conditions may impact on Blaenau Gwent County Borough Council’s ability to provide Home to School Transport safely. In such circumstances, the safety and wellbeing of the pupils and transport providers remains our key priority. Where extreme weather results in the requirement to cancel transportation, the school will attempt to notify parents at the earliest opportunity to avoid unnecessary disruption.

Up to date school closure information is posted on the Blaenau Gwent County Borough Council’s website during periods of extreme weather conditions.

If the Home to School Transport provision is cancelled, the Education Transformation team and Transport Officer will advise schools, as best they can, when transport services are likely to resume. During these periods, if the school is closed, the Local Authority/School will aim to keep parents/carers informed of developments.

If transport is cancelled due to extreme weather, the following is applicable:

* where a route is cancelled and a parent/carer takes the decision to transport the child themselves, the parent/carer remains responsible for the return journey or any subsequent costs should a return journey not be possible.
* if a pupil is unable to attend school due to extreme weather, the parent/carer remains responsible for their child; and,
* out of hours’ emergency contact can be made with Blaenau Gwent County Borough Council through the main contact centre – 01495 311556.

**9.3 Exclusions from Home to School Transport**

The Council has an approved travel behaviour code that covers all home to school transport provision. All parties will be required to sign the Blaenau Gwent Transport Behaviour Contract prior to approval of transport provision.

Blaenau Gwent County Borough Council reserves the right to refuse travel assistance where a child/young person’s behaviour is such that, it is unacceptable in line with the travel code and/or presents a significant health and safety risk, or whereby excessive and purposeful damage to vehicles has been identified. In these instances, the School or Transport team will issue warning letters and parents will receive no more than four letters. The behaviour management process is as follows:

* **Stage 1** - Initially raising the concerns/issues.
* **Stage 2** - Informal warning indicating the remedial steps taken and the potential of transport removal.
* **Stage 3** - Final warning indicating that transport will be removed.
* **Stage 4** - The school jointly with the Transport team will issue the final letter confirming the removal of transport, citing the reasons for the removal, the date of the proposed removal and the parental route of appeal.

There may be circumstances in which the actions suggested for each category are not appropriate. Local authorities and governing bodies may decide that the suggested approach is either too lenient or too harsh. Ultimately, appropriate action is the decision of the local authority, after consultation with the school.

If a pupil is refused/ excluded from transport due to behavioural issues, parents/carers they become responsible for their child’s attendance at school and any transport required.

Any wilful damage that incurs cost to the transport provider for either repair or cleaning remains the responsibility of the parent/carer of the pupil concerned. Continued or repeat behaviour that result in wilful damage can result in exclusion from home to school transport.

Please note should a situation arise during transportation, which constitutes a health and safety hazard, pupils can be removed from the vehicle with a police presence if deemed necessary, and further transport provision withdrawn with immediate effect pending investigation.

**9.4 ALN Transport Issues & Exclusions**

The Transport team will monitor, and review issues and incidents relating to ALN transport and determine with relevant professionals i.e. the school and ALN team, any reasonable adjustments required to accommodate the pupil(s).

In cases whereby there are recurrent issues behavioural or other, which mean that:

* the planned transport arrangements no longer meet the needs of the pupil; and/or,
* there are Health and Safety risks to both the pupil and Transport Contractor (driver & escort)

The Transport team will look to work with the school in first instance. Where there are behavioural issues which present health and safety concerns, letters will be issued to parents/carers informing them of the issues/concerns and the Council’s intention regarding the management or removal of transport, and/or employing suitable alternative solutions. No more than four letters will be issued prior to the removal/refusal of transport. The behaviour management process is as follows:

* **Stage 1** - Initially raising the concerns/issues.
* **Stage 2** - Informal warning indicating the remedial steps taken and the potential of transport review/removal.
* **Stage 3** - Final warning indicating that transport will be removed.
* **Stage 4** - Transport will be suspended and parents/carers notified in writing, pending detailed assessment of the risks and transportation needs of the pupil. A Review Group will then be coordinated by the Transport Officer, with representation from relevant services and professionals, in order to determine a suitable solution.

If a pupil is refused or excluded from transport due to behavioural and/or other issues, parents/carers then become responsible for their child’s home to school transport requirements, until a suitable solution has been found.

Any wilful damage that incurs cost to the transport provider for either repair or cleaning remains the responsibility of the parent/carer of the pupil concerned. Continued or repeat behaviour that result in wilful damage can result in exclusion from home to school transport.

**9.5 Safeguarding**

The safety of children and young people on home to school and/or post 16 transport is Blaenau Gwent County Borough Council’s first priority. In particular, Blaenau Gwent County Borough Council will ensure that:

* all providers are contracted for the provision and must ensure to comply with the terms and conditions set out within their contract.
* should the Council identify any safeguarding concerns relating to a particular provider or associated member of staff, the process will be managed in accordance with the Wales Safeguarding Procedures.
* all drivers and escorts have been checked and cleared by the DBS.
* all drivers and escorts will have access to safeguarding training and **must** report any concerns that they may identify to the Transport team, the school and where appropriate, the Police and/ or Social Services without delay.
* all drivers and escorts carry a form of identity.
* lap and diagonal seat belts are provided on all contract vehicles.
* car seats/booster seats are provided in accordance with current Government.

legislation - this is the responsibility of the parent/carer.

* the Council will provide specialist equipment only when pre-agreed upon or as identified as part of a review.
* parents/carers of primary pupils are responsible for ensuring that there is a responsible adult to collect their child/children upon drop-off each day.
* parents/carers of pupils in receipt of ALN transport, are responsible for ensuring that there is a responsible adult within the home at pick-up and upon drop-off each day.
* drivers and escorts receive appropriate training and are familiar with safety and emergency equipment.
* drivers, escorts and operators are aware of their duties, particularly in emergency situations; and,
* wheelchair occupants must be correctly restrained. Wheelchairs will need to meet specific authorised crash test requirements (this specification can be confirmed directly by the user in conjunction with our Transport team).

**9.6 Home to School/College Transport - Code of Good Practice**

Across all home to school transport and post 16 learning provision, the Council operates **a Code of Practice** for pupils, students, parents, schools and transport operators. The code of practice can be found on the link below:

[School transport | Blaenau Gwent CBC](https://www.blaenau-gwent.gov.uk/en/resident/schools-learning/school-transport/)

**9.7 Free Transport - Right to Withdraw**

The Council reserve the right to withdraw awarded transport, if an errorhas been made or where legislation has changed which affects the entitlement of a pupil or pupils using school transport. The Council will honour the transport provision for that pupil(s) for the remainder of the academic half-term, during which the awarding error was identified, or that legislation became effective.

All awarded transport is reviewed periodically.

**9.8 Appeals Procedure**

Where one of the following circumstances apply:

* a child or young person is not eligible for travel assistance.
* a change in transport arrangements has been made and the parent/carer notified; and,
* transport has not been agreed.

Parents/carers may ask for the decision to be reconsidered. Parents/carers may then highlight exceptional circumstances they wish to be considered in relation to their entitlement.

Appeals should be made in writing to the Education Transformation team. All appeal related correspondence should be emailed to:

**[hometoschooltransport@blaenau-gwent.gov.uk](mailto:hometoschooltransport@blaenau-gwent.gov.uk)**

and marked for the attention of the Head of Resources and Planning. Appeals will then be considered by the Appeals Panel, who look to determine the level of prejudice to the pupil should they not be granted transport. The prejudice will be considered in relation to the impact in terms of:

* distance
* disability; and/ or,
* medical considerations on the advice of the pupil’s medical consultant. Medical notes from GP’s will not be accepted.

Parents/carers will have 10 working days to submit an appeal from the date that the refusal letter was issued. Their appeal will then be heard within 30 working days from the specific closing date indicated within the refusal letter.

**9.9 Monitoring Procedure**

All vehicles will be made available for random checks by Vehicle and Operator Services Agency (VOSA) and/ or another appropriate body, when required. Any complaints received by the Council concerning services or vehicles will be investigated in line with the Council’s complaints policy. In the event of the complaint being upheld, the necessary and appropriate steps will be taken in accordance with the contract or as a matter of urgency and will be reported in a timely manner to the Education Directorate’s Management Team (DMT).

The Council will undertake random checks to contracts, to ensure that they are being operated in accordance with the Council’s terms and conditions. As part of this monitoring exercise, the following checks will also be made:

* punctuality.
* adherence to route.
* size of vehicle.
* licences; and,
* staff DBS checks are in place.

All of the above are designed to ensure safe and stress-free travel.

For more information on Blaenau Gwent Schools, please refer to the Blaenau Gwent Starting Schools Booklet, which can be found on the Councils website, via School Admissions.