



Post-16 Transport Policy Statement (TPS) 2020 – 2021

This is Durham County Council's (DCC) TPS for young people wishing to attend sixth form, college or other educational establishments. It is important to note that we no longer provide transport assistance to schools' sixth forms, colleges or other further educational establishments unless the student:

- is unable to travel independently because of Special Educational Needs, a disability or mobility difficulty; **or**
- lives in an area where there is no public transport available (linked transport).

Department Responsible:

Children and Young People's Services (CPYS)

Contact details:

schooltransportteam@durham.gov.uk

Document first release:

31 May 2020

CONTENTS

1	Introduction Including Main Aims And Objectives
2	Applying For LA Support for Transport Assistance to Post-16 Establishments
3	Changes in Circumstances
4	Personal Transport Budget
5	Mileage Allowance
6	Concessionary Spare Seats On Transport Already Going To An Establishment That Has Post-16 Provision
7	Refunds
8	Behaviour On Home To College Transport
9	Disabled Persons' Bus Pass
10	Lost Or Damaged Bus Passes
11	Link 2 Dial-A-Ride Bus Service
12	The 16-19 Bursary Fund
13	Wheels2Work
14	Young Parents / Care To Learn
15	Help4teens
16	DCC Support in Other Circumstances
17	Higher Education Courses
18	Sixth Form Centres
19	Other Transport Providers
20	Other FE Establishments and Their Transport Arrangements
21	Help available for learners who attend a further education institution which is beyond daily travelling distance and they need to stay away.
22	Travelline Journey Planner
23	Durham County Council's Network Map
24	Concerns And Review Process
25	Declaration And General Data Protection Privacy Notice
26	FAQ

1. Introduction Including Main Aims And Objectives

LA's do not have to provide free or subsidised Post-16 travel support but do have a duty to prepare and publish a TPS specifying the arrangements for the provision of transport or other support that the **LA considers necessary** to make, to facilitate the attendance of all persons of sixth form age receiving education or training.

LA's also have a duty to encourage, enable and assist young people with learning difficulties or disabilities to participate in education and training, up to the age of 25.

This TPS uses the term 'Post-16' to include both learners of sixth form age and those with learning difficulties / disabilities up to the age of 25. 'Sixth form age' refers to those young people who are over 16 years of age but under 19 or continuing learners who started their programme of learning before their 19th birthday (school years 12,13,14). This TPS specifies the support that DCC **considers necessary** to facilitate the attendance of Post-16 learners receiving education or training.

DCC operates a scheme to help:

- those full-time students aged between 16-19 in further education who have learning difficulties and/or disabilities and **do not** have an EHCP; **and** those students continuing their education having started a programme of learning before the age of 19, **and**
- those students aged 16-25 with learning difficulties and/or disabilities and **do have** an EHCP; **and**
- 16-19 who are unable to access their nearest Post-16 establishment as there is no public transport available (linked transport).

Education or training refers to learning or training at a school, further education institution, a council maintained or assisted institution providing higher or further education, an establishment funded directly by the Education Skills Funding Agency, learning providers delivering accredited programmes of learning which lead to positive outcomes and are funded by the council, for example, colleges, charities and private learning providers and to apprenticeships.

This TPS provides detail about the transport arrangements and support provided from a variety of sources to inform learners in making their Post-16 choices and link to DCC's High Level Objectives.

DCC's High Level Objectives

1. **Altogether wealthier** - Focusing on creating a vibrant economy and putting regeneration and economic development at the heart of all our plans.
2. **Altogether better for children and young people** - Enabling children and young people to develop and achieve their aspirations and to maximise their potential in line with the Government's Every Child Matters initiative.
3. **Altogether healthier** - Improving health and wellbeing.
4. **Altogether safer** - Creating a safer and more cohesive county.
5. **Altogether greener** - Ensuring an attractive and 'liveable' local environment, and contributing to tackling global environment challenges.

Altogether better council – ensuring corporate improvements are achieved against the five priority themes.

2. Applying for LA Support for Transport Assistance to Post-16 Establishments

The level and type of travel assistance will vary depending upon individual circumstances.

Applications for travel assistance should be made as soon as students have been offered a place at the school/college/work placement where the study/work will be carried out.

Application forms are available from us from 1 May 2020. To obtain an application form, parents/carers or students should download an application form from <http://www.durham.gov.uk/article/1988/Transport-to-sixth-form-and-college> or if you are unable to go online please contact us on 03000 265896.

To qualify for Post-16 transport students **MUST**:

- be unable to travel independently because of Special Educational Needs, a disability or mobility difficulty; **OR**
- live in an area where there is no public transport available (linked transport).

What are the criteria for eligibility?

To qualify for any Post-16 travel assistance you **MUST** also meet **ONE** of the following criteria in (a) and **ALL** of the criteria (b-e). You:

- a) must be either
 - i) aged 16-19 in further education and have learning difficulties and/or disabilities and **DO NOT** have an Education, Health and Care Plan (EHCP); **or**
 - ii) continuing your education having previously started a programme of learning before the age of 19 and you **DO NOT** have an EHCP; **or**
 - iii) aged 16-25 with learning difficulties and/or disabilities and **DO HAVE** an EHCP; **or**
 - iv) aged 16-19 and you live in an area where there is no public transport available (linked transport to access your nearest Post-16 establishment;
- b) must live in County Durham, **and**
- c) must be undertaking a programme of learning, study or work placement that is full-time (i.e. at least 540 plus guided learning (planned and funded) hours per year); **and**
- d) must live more than 3 miles from the school/college (education provider), as measured by Durham LA, (the 3 miles limit is not applicable to students unable to walk the distance to school/college because of SEN, a disability or mobility difficulty); **and**
- e) must attend the **nearest** establishment that provides the full-time programme of learning or work placement that you wish to follow, whilst having had reasonable opportunities to choose between different establishments at which education and training is provided. Assistance with travel may be provided in exceptional circumstances to an establishment that is not the nearest but is within a reasonable distance of the nearest establishment.

A student / student's family can apply to the Council for help with transport costs for Post-16 education. The level and type of travel assistance will vary depending upon individual circumstances. A student / student's family may already be in receipt of some / all of the following which would help to determine the level of funding required from the Council this includes:

- Parents who receive the **maximum** level of **Working Tax Credit** (the reduction to your income must be £0.00)(You will need to attach the full award notice to your application);
- **Council Tax Reduction** (previously known as Council Tax Benefit)(NB this is not single person's discount).
- **Free School Meals**; If a student was eligible for free school meals during 2019/20 academic year, the student will be entitled to FSM until the end of their school career.

In order to qualify for Post-16 travel assistance, all students commencing Post-16 provision from September 2020 are expected to attend their nearest school or college that provides the full-time programme of learning that they wish to follow, whilst having had reasonable opportunities to choose between different establishments at which education and training is provided. Requests are considered on a case by case basis having regard to preferences based on particular needs, religion or beliefs.

Young people commencing Post-16 provision who have an Education Health and Care Plan (EHCP) will have the name of the Post-16 institution that they will be attending named in that Plan. Should a young person with an EHCP choose to attend a Post-16 institution other than that which is named in their EHCP, then this may impact on the level of travel assistance that can be provided. Young People with an EHCP have the right to request a personal budget for some or all of the provision. Transport costs could be considered as part of a personal budget if a young person is entitled to Post-16 travel assistance. In making a decision, the Council would have to be satisfied that:

1. Any different arrangements would meet the needs of the child/young person; and
2. No additional costs would be incurred by the Council.

If you started sixth form or college prior to September 2020 and have travel assistance from the Council, this will continue to be paid until you complete your programme of learning as long as this is not a new course or until the age of 25 whichever is sooner.

Please note that for linked transport applications we do not fund repeated courses should a student need to resit any element of their course.

3. Changes in Circumstances

If the student has a change of circumstance, such as a change of address, or the student changes school/ college or their programme of learning part-way through, the student or their parent/carer **MUST** inform us in writing, immediately. We will then re-assess the application.

4. Personal Transport Budget

If the student has an EHCP and would like information on travel assistance that may be awarded in the form of a Personal Transport Budget they will need to contact the School Places and Admissions Team (Transport entitlement) on 03000 265896

To make a decision on whether to award a personal transport budget, the LA would have to be satisfied that any different arrangements would meet the needs of the child/young person; and no additional costs would be incurred by the LA.

When requesting a personal budget, parents/carers **MUST** be fully aware that they will be responsible for the safety of their child(ren)'s transport. This includes employing a driver and passenger assistant and ensuring they have the relevant certificate from the Disclosure and Barring Service, arranging and organising the vehicle and that the driver is adequately insured, and the contractor has the appropriate Public Liability Insurance. **Parents/carers must not procure transport from a partner, a close relative or anyone else who lives in the same household as the student unless otherwise agreed by the Council in writing.**

5. Mileage Allowance

If students are eligible for transport, we may be able to pay a mileage allowance. We would need to be satisfied that no additional costs would be incurred by us for this to be viable.

6. Concessionary Spare Seats On Transport Already Going To An Establishment That Has Post-16 Provision

Where places surplus to the requirements of Durham LA are available on school transport they may be made available for use by any child/young person/student. This type of support with travel is referred to as "concessionary" travel within County Durham. The Council and some individual schools operate various concessionary travel schemes. Full details of the concessionary travel scheme, including bus routes available, how to apply, how seats are allocated and how to pay are available from our website www.durham.gov.uk/concessionaryseats or can be requested on 03000 264444, option 3.

You will need to indicate on the application form that you would like a concessionary seat.

For linked transport applications you may need to pay two concessionary payments, complete two concessionary forms and two separate direct debit mandates.

In addition, young people (including those aged over 19 years) with Special Educational Needs, a disability or mobility difficulty, who are unable to travel independently may be entitled to a concessionary bus pass for use on a public service bus, which also enables concessionary bus travel by a companion where one is necessary in order to enable the young person to travel by bus.

Full details of the Council's concessionary seat scheme (school buses), including reductions for Year 13 students, are available from www.durham.gov.uk/concessionaryspareseats.

The standard charge for a full school year is £296.40 (£1.56 per day), which may be paid in monthly instalments.

7. Refunds

We advise students to apply as early as possible. Significant numbers of applications are submitted in the weeks leading up to, and after the start of term, which means applications may not be assessed in time for the start of the term. Students will not receive reimbursement of any fares paid before receiving travel assistance from us.

8. Behaviour On Home To College Transport

DCC's Behaviour on Home to School/College Transport Policy sets out the rights and responsibilities of students, parents, transport operators, passenger assistants and schools. It also explains the action that can be taken when either behaviour or the transport provided does not meet acceptable standards.

A copy of the home to school/college transport policy is available on our website at www.durham.gov.uk/schooltransport where you will also find a leaflet which explains the standards of behaviour expected on home to college transport.

9. Disabled Persons' Bus Pass

If a student has a disability, they can apply for a disabled person's bus pass to take advantage of free travel on buses anywhere in England, and half fares on some local trains. You can apply for a disabled person's bus pass in person by visiting any of DCC's [customer access points](#) or print, complete and post the application form [Application form to register as disabled \(PDF, 63.5kb\)](#) and send it to the address on the form, together with the appropriate proof of eligibility and a passport sized photograph.

To be eligible for a disabled person's bus pass the student MUST live in the area served by DCC. Proof of address, such as a utility bill is required.

The student will need proof of their disability such as:

- copy of current blue disabled parking badge
- evidence of higher rate mobility component of Disability Living Allowance or enhanced rate mobility of Personal Independence Payment; or
- War Pensions Mobility supplement.

If you're not able to provide evidence of eligibility with your application, we will first use the information submitted as an application to be registered as a disabled person.

If a student is unable to travel unaided, they may be entitled to a pass that enables a companion to travel free locally with them (bus travel only). The student or parent/carer will need to tick the "bus pass with carer" box on the application to be registered as a disabled person.

10. Lost Or Damaged Bus Passes

The initial bus pass is supplied free of charge. However, a charge of **£6.00** will be made to replace lost or damaged passes. Please contact Integrated Passenger Transport on 03000 268 667 or write to Integrated Passenger Transport, Regeneration and Local Services, Durham County Council, County Hall, Durham, DH1 5UQ for further information or to organise a replacement for a lost pass.

11. Link2 Dial-a-Ride Bus Service

Link2 is an accessible dial-a-ride bus service for people who do not have a suitable bus service or are unable to access regular bus services due to mobility issues.

Link2 can be booked by anyone as long as:

- Your journey starts or ends in County Durham;
- You do not have a bus stop within 600 metres/10 minutes' walk;
- You do not have a bus service available within one hour of when you want to travel;
- The journey would require a change of bus.

Link2

- will pick you up from an address specified by the student, parent/carer, for example at home.
- can be used for shopping, work, training, health appointments or anywhere else you want to go.
- will pick you up and set you down at your address if the journey is up to 5 miles. For journeys over 5 miles, Link2 will take you to the nearest transport hub allowing you to continue your journey from there.

Fares are the same as regular bus services and are paid when you get on the bus. Concessionary bus travel passes can also be used.

All vehicles are fully accessible for people who are disabled or have mobility problems. Drivers will assist you on and off the vehicle if necessary.

A carer or companion can also travel with you if you need someone to accompany you. You must include them when you make your booking.

Link2 buses operate Monday to Friday from 8.00am to 6.00pm. Journeys can be booked to start at any time within these hours if there is a bus available. Your journey may be shared with other users.

Contact the Travel Response Centre on 03000 269 999 to book your journey. The booking line is open Monday to Friday 8.30am to 5.00pm. You can book up to 14 days ahead or at least one hour before you want to travel. However, bookings are made on a first come, first served basis so it's best to book as early as possible.

12 The 16-19 Bursary Fund

The 16 to 19 Bursary Fund provides financial support to help young people overcome specific financial barriers to participation so they can remain in education.

There are 2 types of 16 to 19 bursaries:

1. **A vulnerable bursary** of up to £1,200 a year for young people in one of the defined vulnerable groups below:
 - in care;
 - care leavers;
 - in receipt of Income Support, or Universal Credit in place of Income Support, in their own right;
 - in receipt of Employment and Support Allowance or Universal Credit and Disability Living Allowance or Personal Independence Payments in their own right;
2. **Discretionary bursaries** which institutions award to meet individual needs, for example, help with the cost of transport, meals, books and equipment.

To be eligible for the discretionary bursary young people must:

- be aged 16 or over but under 19 at 31 August 2020; or
- be aged 19 or over at 31 August 2020 and have an EHCP;
- be aged 19 or over at 31 August 2020 and continuing on a study programme they began aged 16 to 18 ('19+ continuers');
- be studying a programme that is subject to inspection by a public body which assures quality (such as Ofsted), the provision must also be funded by either a Government funding agency or the LA.

Schools and colleges are responsible for managing both types of bursary. Young people who want to apply for support from the bursary fund should contact their chosen school or college to make an application.

Further information can be found at www.gov.uk/ search for Post-16 bursaries.

12. Wheels 2 Work County Durham

If you need help getting to work or college, Wheels 2 Work can get you there. If you live in County Durham, you may qualify for a MOPED loan which includes:

- a) 6-month moped loan
- b) Motorcycle training (CBT Compulsory Basic Training)
- c) Insurance
- d) Breakdown Cover
- e) Service and Maintenance
- f) Protective Clothing

To find out more information and to check if you live in an eligible area telephone 0191 3038442 or email info@w2wcd.org.uk or go to <https://www.w2wcd.org.uk/>

14. Young parents / Care to Learn (C2L)

C2L provides funding for childcare to help young parents (defined as those aged under 20) continue in education after the birth of a child. The scheme provides funding for childcare whilst the young parent is engaged in a study programme and is not able to provide care for their child. It can also help the young parent with any additional travel costs involved in taking the child to the childcare provider.

C2L provides funding for childcare whilst young parents are on work placements or industry placements, where these are a defined part of the study programme. C2L pays up to a maximum amount of £160 per child per week.

To be eligible, the young parent's study programme must have some direct public funding and their childcare provision must be registered with Ofsted.

<https://www.gov.uk/care-to-learn/how-to-claim>

15. Help4teens

Help4teens is aimed at all young people aged 13-19 in County Durham. It provides up to date, impartial and authoritative information on a wide range of topics to help young people, including careers, employment, training, education as well as health, relationships, travel and transport, volunteering, money matters, where you can get help and much more.

To check out Help4teens, please visit www.help4teens.co.uk

16. DCC Support In Other Circumstances

The Council's Welfare Rights Team can help with questions and problems on a range of social security benefit and tax credit issues. Please telephone 03000 268968, Monday to Thursday 8.30 am to 5.00 pm and Friday 8.30 am to 4.30 pm or email: welfare.rights@durham.gov.uk or visit the website:

<https://www.durham.gov.uk/welfarerights>

You can also write to: Revenues and Benefits, PO Box 254, Stanley, Durham, DH8 1GG

All services are confidential and free of charge if you live in County Durham.

17. Higher Education Courses

DCC WILL NOT provide assistance for students will need sign in and register for student finance online at <https://www.gov.uk/student-finance-register-login>.

18. Sixth Form Centres

Consett Academy - Ashdale Road, Consett	Tel: 01207 507001
Durham Johnston Comprehensive School Crossgate Moor, Durham	Tel: 0191 3843887
Durham Sixth Form Centre - Providence Row, Durham	Tel: 0191 3847505
Framwellgate School Durham Newton Drive, Framwellgate Moor, Durham	Tel: 0191 3866628
Hermitage Academy Waldrige Lane, Chester le Street	Tel: 0191 3887161
King James I Academy South Church Road, Bishop Auckland	Tel: 01388 603388
North Durham Academy - High Street, Stanley	Tel: 01207 292180
Park View School - Church Chare, Chester le Street	Tel: 0191 3882248
St Bede's Roman Catholic Comprehensive/ Byron Sixth Form College , West Way, Peterlee	Tel: 0191 5876221
St Bede's Catholic School & Sixth Form College Lanchester	Tel: 01207 520424
St John's School and Sixth Form College, A Catholic Academy , Woodhouse Lane, Bishop Auckland	Tel: 01388 603246
St Leonard's Catholic School - North End, Durham	Tel: 0191 3848575
Teesdale School - Prospect Place, Barnard Castle	Tel: 01833 638166

19. Other Transport Providers

Most **bus operators** offer special tickets for students. As these tickets typically give unlimited travel they are also valid for travel at evenings and weekends. Details are as follows:

ARRIVA 0191 520 4000 or www.arriva.co.uk

Arriva offers a range of student tickets providing travel at discount rates. Details of current tickets and pricing can be found at <https://www.arrivabus.co.uk/student/>

GO NORTH EAST - 0845 6060260 or www.simplygo.com

Go NorthEast has been working in partnership with a number of local colleges and they now accept student ID cards from Durham Sixth Form Centre, Gateshead College, Newcastle College, Newcastle Sixth Form College and Sunderland College. These are in addition to the existing forms of ID they already accept.

Their discounted tickets are available to everyone aged from 5 up to and including 25 years old with savings of 43% on the equivalent adult all zones ticket price.

Full details and current prices are available from Go NorthEast's website <https://www.gonortheast.co.uk/5to25/>

SCARLET BAND - 01740 654247 or www.scarletbandbuses.co.uk

For current prices and further details contact Scarlet Band.

WEARDALE MOTOR SERVICES – Crook 01388 760465 – Stanhope 01388 528235 or www.weardalemotorservices.co.uk

Weardale Motor Services offers season tickets for travel on its Cowshill - Stanhope - Wolsingham - Crook - Bishop Auckland service 101.

For prices of monthly tickets and further details contact Weardale Motor Services.

20. OTHER FE Establishments and Their Transport Arrangements

Several colleges also operate their own schemes as follows:

BISHOP AUCKLAND COLLEGE TRANSPORT ARRANGEMENTS
Woodhouse Lane, Bishop Auckland, County Durham, DL14 6JZ Tel No: 01388 443051 Email: start@bacoll.ac.uk

Bishop Auckland College allows students to travel for free on Arriva services within the region. Students studying at Bishop Auckland College and South West Durham Training will be able to travel for free** on all Arriva North East services in order to make their journey to and from campus as simple as possible.

Simply show your Campus ID card to the driver. Arriva offer a network of services within County Durham, along with some dedicated college day only services and journeys designed to ensure as many students as possible can benefit. Full details of all services can be found on the Arriva [timetable section](#) or by using the [journey planner](#) <https://www.arrivabus.co.uk/travel-help-and-accessibility/student-travel/>

Further details and an application form can be obtained from the college, telephone 01388 443000 email: start@bacoll.ac.uk

DERWENTSIDE COLLEGE TRANSPORT ARRANGEMENTS

Front Street, Consett, County Durham, DH8 5EE Tel No: 01207 585 971

E-mail: enquiries@derwentside.ac.uk

The College provides funding to support the cost of travel as follows:

- All full time 16-18 learners are eligible for free travel regardless of personal circumstances. 16-18 learners receive a bus pass, allowing FREE travel to and from College during term time
- Learners using their own transport receive a mileage allowance
- 19+ learners who meet the required eligibility criteria receive a reimbursement of evidenced public transport costs of a mileage allowance

Further information

Details of how to apply and further information on Derwentside College transport arrangements can be obtained from the Student Information Centre at the college on (01207) 585900

19+ Year Olds:

If you are 19 or over and studying at Derwentside College you should contact the Information Centre at the college on (01207) 585900 for further information regarding eligibility for transport assistance.

EAST DURHAM COLLEGE TRANSPORT ARRANGEMENTS

Willerby Grove, Peterlee, County Durham, SR8 2RN

Houghall Campus, Houghall, Durham, DH1 3SG Tel No: 0191 5182000

E-mail: enquiries@eastdurham.ac.uk

East Durham College offers FREE bus travel to college to ALL* students.

They have teamed up with Arriva North East to offer students free bus travel to get you to and from college. All you need is your college ID badge.

Your free travel is available to use on any Arriva bus during term-time, any time during Monday to Friday.

This offer is available to all East Durham College students, *studying on a government funded course at any of our three campus sites, regardless of age or household income.

To check details on Arriva's routes, [please log on to the East Durham College Arriva page](https://www.eastdurham.ac.uk/free_bus_service) on their website https://www.eastdurham.ac.uk/free_bus_service. Or call their Student Travel Advice line on 0191 520 4144 (9am-5pm, Monday to Friday) or email studentsne@arriva.co.uk.

In addition to their standard network, Arriva also run a number of special routes to make getting into East Durham College even easier.

ED1 Route - Burnopfield to EDC Houghall Campus, via Medomsley, Consett, Annfield Plain and Stanley. For more details, please see the Arriva website, [ED1 Route details](#)

ED2 Route - Washington to EDC Peterlee Campus via Houghton-le-Spring, Hetton-le-Hole, South Hetton and Murton. For more details, please see the Arriva website, [ED2 Route details](#)

ED3 Route - EDC Peterlee Campus to EDC Houghall Campus, fast via A181. For more details, please see the Arriva website, [ED3 Route details](#)

ED4 Route - North Hylton to Bracken Hill via Southwick, Sunderland, Doxford Park, Ryhope, Seaham and EDC Peterlee Campus. For more details, please see the Arriva website, [ED4 Route details](#)

19+ Year Olds

If you are over 19 and studying at East Durham College, you should contact the Student Services Centre on 0191 5188 211 for further information on the free buses and discretionary Learner Support funding.

Please contact Student Services if you have any questions or use LiveChat, or call 0191 518 8222 or email enquiries@eastdurham.ac.uk

NEW COLLEGE DURHAM TRANSPORT ARRANGEMENTS

Framwellgate Moor Centre, Durham, DH1 5ES Tel No: 0191 375 4000

E-mail: access.fund@newdur.ac.uk or help@newdur.ac.uk

New College Durham offer students aged 16 but under 19 at 31 August 2020 enrolled on a full-time course (as defined by New College Durham) support with travel to the College through their travel scheme. The scheme means that full time students aged between 16 to 19, who live more than 3 miles away from the College, will be able to travel using local bus networks.

The College works in partnership with Go North East and Arriva bus services to ensure that students can access the College.

To find out full details of the travel scheme and apply for your travel pass please email access.fund@newdur.ac.uk .

Travel Scheme for 19 and over please email access.fund@newdur.ac.uk

All information can be found on the college website www.newcollegedurham.ac.uk

Please note that the New College Durham scheme is restricted to week days and an evening cut off also applies.

21. Help available for learners who attend a further education institution which is beyond daily travelling distance and they need to stay away.

Each case will be considered individually to determine the level of assistance that may be provided. In addition, students can apply to their college for assistance from the colleges' Access Support Funds / Bursary Funds.

22. Traveline Journey Planner

Students can check public transport for your journey using the Traveline Journey Planner at <https://www.traveline.info/>

23. Durham County Council's Network Map

This interactive map allows students to click on an establishment, list bus services to and from that college / sixth form, and also enable access to a full timetable of any service listed. The web address for the Public Transport Network Map and timetable finder is <http://www.cartogold.co.uk/durham/>

24. Concerns and Review Process

Concerns

Young people and their parents have the opportunity to express concern about the transport provision/assistance detailed in this policy statement. Concerns must first be made to the local authority. This can be done in writing to:

School Places and Admissions Team (Transport Entitlement)
Children and Young People's Services,
Durham County Council, County Hall,
Durham. DH1 5UJ

Telephone 03000 265896 E-mail: schooltransportteam@durham.gov.uk

Please note that it may be necessary to refer your complaint to the relevant provider/institution if the complaint is not something that the Council can resolve.

Review Process

If the application has been refused, parents/carers have 20 working days to request a review of the decision about home to college transport made by Durham LA to:

The School Places and Admissions Manager,
School Places and Admissions (Transport Entitlement),
Children and Young People's Services,
County Hall, Durham, DH1 5UJ

or email schooltransportteam@durham.gov.uk detailing why the decision should be reviewed, giving details of any personal/family circumstances and including any supporting evidence to be considered. Parents will be advised of the outcome of the review in writing.

25. Declaration and General Data Protection Privacy Notice

DECLARATION

When submitting a written or on-line application for home to college transport for the student, parents/carers (or the student) are required to sign a declaration which states that they:

- have read, understood and agree to abide by the conditions as set out in this Transport Policy Statement;
- confirm that they have parental responsibility for the student (or have care and control of the student), and in seeking to apply for the student a school/college place, they have no knowledge of any opposition to this application from any other person who has parental responsibility for the student. (If applicable, they will inform us of the individual who opposes the transfer and supply their contact details by email to schooltransportteam@durham.gov.uk);
- will inform us immediately either by email to schooltransportteam@durham.gov.uk or in writing to let us know of any change of address after the submission of the student's application;
- agree and consent to us sharing their data with other agencies, where it is necessary to do so and where the law allows, in accordance with the new General Data Protection Regulation (GDPR) (see our Corporate Privacy Statement at <http://www.durham.gov.uk/dataprivacy> under Schools and Education);
- hereby agree and consent to us checking the details they have provided on this application against Council Tax and Benefits, Electoral Registration and other records to confirm that the student is resident at the address on the application form or on line;
- understand that if they have provided information that is incorrect or incomplete, they may be investigated and action may be taken against them (including court action).

GDPR – Privacy Notice

Parent/carers and students can find out how and why we collect information about them, what we collect and who we share it with. Parents/carers and students - be aware of your rights, how to correct things that are wrong, and how to object to us using the data. The General Data Protection Regulation (GDPR) legally controls what data can be collected and what can be done with it. Our  [Corporate privacy statement \(PDF, 170.6kb\)](#) explains how we will deal with their data. We are committed to dealing with their information safely and securely. We need to collect and share information in order to deliver our services effectively. We take our responsibility to protect their information seriously and we will use it in accordance with the legal requirements of the General Data Protection Regulation. We are a data controller for the purposes of GDPR.

The information you provide to us on the student's application form and in any supporting documents will be used to process the application and to ensure the efficient co-ordination and fair allocation of transport. We may also share this data for the following purposes:

- to enable the forward planning of home to school/college budgets;
- to assist in the development of policy proposals;
- for the prevention and/or detection of crime.

We may use the information provided for research and statistical purposes. We will ensure that statistics are developed in such a way that individual students cannot be identified from them.

26. Frequently Asked Questions

1. Do I have to tell you I have moved address?

You must tell us immediately that you have moved as we will need to reassess your application and inform the contractor of the new address for pick up and drop off.

2. Am I likely to be sharing a taxi/mini bus?

Travel assistance in the form of transport may accommodate several students.

3. How long is a reasonable length of time to wait for a taxi?

Due to several students accessing the taxi it is reasonable to wait up to 60 minutes for your taxi/mini bus at the end of your study day.

4. How long is a reasonable length of time to travel from home to my Post-16 establishment?

It is reasonable to be on a taxi/mini bus for up to 75 minutes.

5. How often should I apply for travel assistance?

Students or their parents/carers MUST apply every year for travel assistance.

6. Am I able to have an ad-hoc arrangement?

Travel assistance will only be given to enable access to school/college at usual start and finish times. Ad hoc arrangements outside of these times to accommodate personal circumstances cannot be agreed.

7. If I am a student placed outside of the LA area or a student in a residential setting am I eligible for transport?

Each case will be considered individually to determine the level of assistance that may be provided for students where DCC has placed a student outside of the LA area or a student is in a residential setting.

8. How much does it cost to renew my bus pass if I lose or damage it?

If DCC provide a student with a permit/bus pass the cost of a replacement is £6.00 should the student lose or damage their bus pass/permit.

NOTE: Although the information contained in this Transport Policy Statement was correct as at May 2020 it should NOT be assumed that there will be no change affecting the relevant arrangements or matters detailed in the policy for Post-16 transport arrangements. You are strongly advised to visit our website at www.durham.gov.uk/schooltransport or contact

School Places and Admissions (Transport Entitlement) Team,
Children and Young People's Services,
County Hall,
Durham
DH1 5UJ

or telephone 03000 265896 in order to access the most up to date version. Any updates will of course be placed on line immediately.