



Written Representation for Transport Case Review

- Please read the attached guidance sheet carefully before completing this form
- Please answer all questions fully – failure to do so will result in delays

Please complete in **BLOCK CAPITALS** using **BLACK INK**.

① Student details

Child's name			
Child's date of birth		Year group	
Home address			
Parent/guardian's name			
Day time contact number			
Mobile contact number			

② School/College details

School/college name	
Start date at school	
Date transport required	

I wish the Transport Case Review Panel to review the decision not to offer my child transport assistance to the above named school/college because (please tick the relevant box):

- I understand that my application has been considered in accordance with the Home to School Transport Policy but consider that my application should be considered exceptionally.

Please complete Sections 3 and 4 with your reasons for believing that your application should be considered exceptionally.

- I think that the decision not to award my child/ren home to school transport assistance was incorrect and not in accordance with the Home to School Transport Policy.

Please complete Section 4 with your reasons for believing the original decision to be incorrect.

Please turn to the next page

Before submitting this application, please check that you have:

- provided evidence of financial details such as income support, tax credit award details
- provided supporting evidence from a GP or Consultant to confirm a child or parent's medical condition and the impact this has on the ability to travel to school
- provided evidence from a professional to support any other exceptional circumstance
- provided the date and documentary evidence to confirm and explain any house move

5 Declaration of parent/carer

The Local Authority reserves the right to verify any information given in support of your case review. It should be noted that if transport is granted because of a dangerous route and measures are subsequently introduced which make the route safe, transport may be withdrawn.

I certify that I am the person with parental responsibility for the child named above and that the information given is true to the best of my knowledge and belief. I understand that if I give any false or deliberately misleading information given on this form and/or supporting documents, or withhold any relevant information, this may render this review invalid.

Signature of Parent/ Carer:

Date:/...../.....

This form must be returned to:-

**Admissions & Transport Team
Quadrant Court
35 Guildford Road
Woking
Surrey
GU22 7QQ**

TRANSPORT CASE REVIEW

FREQUENTLY ASKED QUESTIONS

What is a Transport Case Review?

A request for Transport Case Review can be lodged if your child has been refused transport assistance under Surrey County Council's Transport Policy, and you either believe that you have exceptional circumstances which will affect your child's journey to school, or you believe that the initial transport assessment was incorrect.

Who looks at my Transport Case Review?

If I am applying on exceptional grounds:

A panel of three senior managers from the Admissions and Transport Team will review your case, along with the supporting evidence that you have provided. If you have provided medical evidence regarding the medical condition of a child the panel may seek advice from the Designated Medical Officer (DMO) regarding the medical circumstances outlined. However, you should be aware that the DMO's advice is not binding on the panel's decision.

If I think that the decision not to award my child/ren home to school transport assistance was incorrect and not in accordance with the Home to School Transport Policy:

The case will be reviewed by a Senior Manager.

What information should I provide in my Transport Case Review?

If you feel that the original transport assessment was incorrect, you should provide details of the reasons why and support these with evidence. If you believe that part of the route is dangerous it would be helpful if your case provided specific details i.e. road names or photographs of the area in question, as we may need to assess the route. However, this will only apply if the school is considered to be the nearest available school to your home.

For exceptional consideration of your application, you should provide details of your exceptional circumstances and explain why these impact on your child's journey to school or your ability to transport your child to school.

What supporting evidence should I provide with my case and who can provide this?

In general, supporting evidence should clearly explain why a particular circumstance makes it difficult for you or your child to complete the journey to school.

Examples of the type of professionals who could provide supporting evidence are:

- GP, Doctor or Hospital Consultant
- Surrey Young Carers
- Social Worker
- Schools
- Home School Link Worker
- Educational Welfare Officer
- The Police
- Health Visitor
- Housing Officer
- Probation Officer

Why do you need to know about my work or whether I have a partner?

The Transport Case Review panel have to consider all the relevant circumstances which may impact on a child's school journey. It is also important for the panel to establish whether you are the only person available to transport your child, or whether a partner/spouse/other family member may be able to assist you.

Are you able to investigate other children's transport applications, or explain to me why they receive transport and my child does not?

All transport applications are treated on an individual basis, and each case is assessed on its circumstances in accordance with the Transport Policy. The fact that others known to you may qualify for transport assistance does not mean that your child will also automatically be entitled. However, if you believe that a transport application has been assessed incorrectly, we will investigate this if specific details are provided. However, we are **unable** to divulge any specific information relating to other cases to you as this would be in breach of the Data Protection Act.

How long will it take the panel to reach a decision?

The Transport Case Review panel usually meet fortnightly but, in busy periods, this may be increased. Normally, you should expect to receive a response to your application within 20 working days of receipt. However, this will be delayed if your application form is not completed in full, or if supporting evidence is not provided, because the panel may need to request further information from you. This timescale may also increase if the panel need to refer your evidence to the Designated Medical Officer, or if an assessment of a route needs to take place. However, the panel will advise you if this applies to your case.

What happens if transport is agreed?

If transport is agreed by the panel, the Customer Services Manager will write to you to advise you of the specific details. Your child's details will be passed to the Transport Co-ordination Centre (TCC) in Kingston, as they are responsible for setting up transport, issuing public transport passes, and processing claims for petrol allowances. It can take up to 10 working days for transport to be set up.

What happens if transport is refused?

If transport is refused by the panel, the Customer Services Manager will write to you to provide you with a full explanation of the panel's reasons for their refusal. In this letter, you will also be advised of the County Members Review stage, where you can request for your application to be reviewed by a panel of three County Council Members.