

Request for stage one appeal Transport Case Review form



SURREY
COUNTY COUNCIL

- Please read the attached guidance sheet carefully before completing this form
- Please answer all questions fully – failure to do so will result in delays
- The form must be returned within 20 working days from receipt of the original transport decision

Child's details

Child's Name:

Child's date of birth:

Year group:

Does the child have an education, health and care plan (delete as appropriate): Yes / No

Child's home address:

Parent/Carer Name:

Email address:

Contact number(s):

School/college name:

Start date at school/college:

Date transport required:

I wish to appeal the decision not to offer my child transport assistance to the above named school/college because (delete as appropriate):

1. I understand that my application has been considered in accordance with Surrey's Home to School/College Travel and Transport Policy but wish my case to be considered as an exception to the policy due to my extenuating circumstances.
(Please complete Sections 3 and 4 with your extenuating circumstances and your reasons for believing that your application should be considered as an exception to the policy)
2. I think that the decision not to award my child home to school transport assistance was incorrect and not in accordance with Surrey's Home to School/College Travel and Transport Policy.
(Please complete Section 4 with your reasons for believing the original decision to be incorrect)

Background details

Please answer all questions below that are relevant to your application, providing as much information as possible.

- Are you a single parent with no partner/spouse? Yes / No (delete as appropriate)
- Are you or your partner able to transport your child to school? Yes / No (delete as appropriate) If no, please detail reasons below under case details.
- Do you/your partner or spouse know anyone (friend, family member etc) who may be available to accompany the above child/children to school? Yes / No (delete as appropriate) If no, please detail reasons below under case details.
- Does your child have any significant medical problems which would make it difficult for him/her to walk to school? Yes / No (delete as appropriate) If no, please detail reasons below under case details and provide supporting evidence.
- Does your child have any significant medical problems which would make it difficult for him/her to walk to school? Yes / No (delete as appropriate) If no, please detail reasons below under case detail and provide supporting evidence.

These questions will provide some background to your case, but are unlikely in themselves to warrant home to school transport being agreed. You should provide full details of your case in the care details section below.

Case details

Please state in full the grounds on which you seek a review (please continue on a separate sheet if necessary).

Before submitting this application, you may wish to 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

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:

Personal Information Policy - Surrey County Council ('The Council') respects your rights and is committed to ensuring that it protects your details, the information about your dealings with the Council and other information available to the Council ('your information'). In accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), the Council will use your information, for the purpose of processing your application for a school place, to: (a) deal with your requests and administer its departmental functions, (b) meet its statutory obligations, and (c) prevent and detect fraud. The Council may share your information (but only the minimum amount of information necessary to do the above and only where it is lawful to do so) within the Council and other agencies (including schools, other admission authorities, other councils, central government departments, law enforcement agencies, statutory and judicial bodies, contractors that process data on its behalf and medical advisors). The Council may also use and disclose information that does not identify individuals for research and strategic development purposes. You can find out more about how we manage your data on the privacy notice section of our website: www.surreycc.gov.uk/your-council/your-privacy

Due to the current Covid-19 Pandemic we have limited access to our post. Therefore please send your form back to us by email with any supporting documents as follows:

- Children without an Education, Health and Care Plan – travel.assistance@surreycc.gov.uk
- Children with an Education, Health and Care Plan – travel.assistance@surreycc.gov.uk

If you are unable to return your form electronically you can send it to us by post, but please note that there will be delays in dealing with any post that is received in the office.

Travel Assistance team, Quadrant Court, 35 Guildford Road, Woking, GU22 7QQ

We advise that you post the form recorded delivery as we cannot guarantee receipt otherwise.

Stage 1 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 wish your case to be considered as an exception to the policy due to your extenuating circumstances, or you believe that the initial transport assessment was incorrect.

Who looks at my Transport Case Review?

A senior officer from the Travel Assistance Team will review your case, along with the supporting evidence that you have provided.

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 extenuating 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 Office

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

We have to consider all the relevant circumstances which may impact on a child's school journey. It is also important for us 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 Home to School 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 rules surrounding data protection.

How long will it take to reach a decision?

Within 20 working days of receipt of the written request a senior officer, who was not involved with making the original decision, will review the case. More complex cases may sometimes exceed the 20 working day turnaround time for review.

How will I know the outcome?

The senior officer will write to the parent/carer, normally within five working days of the review, setting out:

- the decision reached
- how the review was conducted
- information about other departments and/or agencies that were consulted as part of the process
- what factors were considered
- the rationale for the decision reached
- information about how the parent/carer can escalate their case to stage two (if appropriate).

What happens if transport is agreed?

Your child's details will be passed to the Transport Co-ordination Centre (TCC) as they are responsible for setting up transport, issuing public transport passes, and processing claims for petrol allowances. They will let you know once transport arrangements are in place. Please note that it can take up to 10 working days for transport arrangements to be put in place. As such if your child is already attending school you may have to arrange for your child to get to school until the transport arrangements can be put in place .

What happens if transport is refused?

You can ask for your case to be reviewed by an independent panel of County Council Members as Stage two of the appeal process.