

*When will the new transport arrangements begin?

When we write to tell you about the review we will advise when we hope to begin the new transport arrangements. This will usually be at the beginning of a term or half term and will allow enough time for us to consider information from parents and carers and schools before any new arrangements start.

*What if I am unhappy about any part of the review?

You can contact the Review Officer at any stage during the review to raise any concerns or complaints you may have. If you remain unhappy you can make a complaint using the Devon County Council complaints process which can be seen at www.devon.gov.uk/compliments_and_complaints We can send you a paper copy of this process if you need one.



*Contact details

Transport Review Officer
Transport Coordination Service
Matford Lane Offices
County Hall
Exeter
EX2 4QW

Tel 01392 382124 **or email**
schooltransportservicequeries-mailbox@devon.gov.uk

If you would like to view the full Special Schools Transport Review Guide visit www.devon.gov.uk/school_transport

Devon Parent Partnership Service

provide independent and impartial advice and support to individual parents, explain policies and processes, help with applications for transport and support for amendments and appeals. Please contact Devon Parent Partnership on: 01392 383080
parentpartnershipservice-mailbox@devon.gov.uk
www.parentpartnershipdevon.org.uk

Parent Carers' Voice

Parent Carers' Voice aims to provide support, information and the opportunity for parents and carers to voice their opinions and influence the way services for their children are planned and delivered.

To contact Parent Carers' Voice
email: parentcarervoice@aol.com
or visit: www.parentcarersvoice.org

Children and Young
People's Services

Devon
County Council

Reviewing your child's transport to a special school

Information for Parents





* Why are you reviewing my child's transport to school?

Over a period of time the children and young people travelling to a school changes – some children will leave and new children will join. Sometimes the needs of the children travelling also change.

It is important that we regularly review transport arrangements to each special school to make sure that they meet the needs of the children travelling as much as possible as well as delivering best value for public money.

* What is a school transport review?

This means that we will look at all the children currently travelling to a particular school and their special needs. This will include where children live, where they are picked up and dropped off, whether they can travel with other children and what their special needs are. We will decide whether we need to make changes to the transport arrangements to make it more efficient, better value for money and to better meet the needs of the children and young people using it.

* What do I need to do?

You need to talk to your child about the fact that their transport arrangements are likely to be changed and when this may happen. You also need to make sure that you tell us any important information about your child's travel needs.

* What will happen?

When we have decided to review transport at your child's school we will contact the school and discuss with them what needs to happen. Alongside this we write to you to tell you about the review and will provide all the current details we have about your child's special needs and their transport arrangements. Please check this information carefully and tell us about anything that has changed. We will also ask you to tell us about anything important regarding your child's travel arrangements so we can try and take account of it when deciding what the new transport arrangements will be.

* Will the new arrangements include all I want for my child's transport?

We will do our best to make sure that your child's needs are met on transport wherever we can. However it will not always be possible to meet all requests from parents and carers – for example if specific pick up times or escorts are requested. It is important you tell us about anything you think we need to know when making new transport arrangements for your child.

* Will you talk to my child's school?

Yes. We will meet with the school governing body before we start to review transport to talk to them about what will happen and how best to support the children through the review. We will also work in partnership with the school whilst the review is happening to make sure that the school tell us about your child and their needs and they are happy with the new transport arrangements that we intend to put in place.

* Who can I talk to about the review?

We will nominate a person within the Transport Team to lead the review. You can contact this person at any stage of the review to talk about any worries or issues you may have. Contact details will be on the bottom of the letter advising you that the review is to take place. Alternatively you may want to talk to the person at your child's school who is working with us on the review and they can contact the Review Officer on your behalf.

