



## **Update on SEND School Transport**

### **Working Together for Positive Change**

We know that some families faced challenges with SEND school transport at the start of this school year. SNAP PCF heard your concerns and shared a Position Statement on Wednesday 10th September to highlight the issues and push for improvements.

Since then, we've had two important meetings with senior leaders at Central Bedfordshire Council (CBC) including the Director of Children and Families and the Deputy Chief Executive and Director of Place along with a second meeting with the Head of Passenger Transport, Place and Communities. These meetings took place on Monday 15th and Tuesday 16th September, and we're pleased to report that CBC has committed to working with us to address the problems we have raised.

#### **What We're Doing Next**

We've been invited to work in partnership with CBC on several key areas that directly affect families:

- **Simplifying transport forms**, including the bespoke transport form, to make them easier for parents to complete.
- **Improving website information**, reviewing what's currently on the CBC SEND Local Offer and CBC transport web pages and making it clearer and more helpful including messages on the transport portal.
- **Creating FAQs for parents**, answering common questions about SEND transport so families know what to expect.
- **Better communication**, exploring ways to share key updates and deadlines with families and schools, including drop-in sessions via Teams, SEND E-news bulletins, and via SNAP PCF channels and working earlier with our special schools
- **EHCP delays and transport access**, discussing how the EHCP team could prioritise cases where transport arrangements are being held up and highlighting those

uncoupled from their year groups and a focus on those children and young people going through a Phased Transfer.

- **Transport changes**, reviewing the process where children and young people's transport is changed how this is communicated.
- **Preparing for Adulthood event**, the transport team will be attending the Preparing for Adulthood event on Wednesday 15th October at The Rufus Centre.
- **Parental mileage options**, making sure parents understand what's available if they choose to transport their child or young person themselves.

### **The process for communicating with the Transport Team**

**Contacting the Council**, to contact the transport team please use the forms below. The school transport team should be contacted in the first instance.

- **School Transport contact form:**  
<https://www.centralbedfordshire.gov.uk/xfp/form/344>.
- **To check the status of your transport application:**
- <https://selfservice.centralbedfordshire.gov.uk/q/login>

**Complements and complaints**, if parents are happy or unhappy with the service, then please let CBC know using the email address below. This can also be used to raise a formal complaint [Customer.Relations@centralbedfordshire.gov.uk](mailto:Customer.Relations@centralbedfordshire.gov.uk).

### **A Message to Parents from SNAP PCF**

We know how stressful and upsetting the start of the year has been for some of our families. We want you to know that your voices have been heard. In less than a week, we've had two constructive meetings with senior CBC managers, and there is now a clear commitment to work together on solutions.

SNAP PCF is a small team, but we are determined to make a difference. By working in partnership with Central Bedfordshire Council and with your continued support we aim to improve SEND school transport for children and young people.

**Lorna Carver, Director of Place and Communities at Central Bedfordshire Council, said:**

*"We know that recent problems with school transport have been difficult for children and their families, and we are sorry. We also know how important reliable, safe and supportive transport is, and we are committed to listening and learning when we don't get it right."*

*"We're especially thankful to SNAP Parent Carer Forum for working so openly and constructively with us to get to the heart of the issues and find solutions. Our focus now is on making improvements and ensuring families can have greater confidence in the service going forward."*

SNAP PCF Position Statement can be found on our website [Position Statements - SNAP PCF - Central Bedfordshire](#)

### **Information for parent carers of where to find support:**

- SENTAS (Special Educational Needs Transport Advocacy Service): [SENTAS – Special Educational Needs Transport Advocacy Service](#)
- Contact [Transport in England | Contact](#)
- IPSEA [Transport to school or college for children and young people with SEND](#)
- Local Offer [Travel and Transport | Central Bedfordshire SEND Local Offer](#)

CBC Policies for School Transport:

- [Policy for Travel Assistance for Children and Young People Attending School](#)
- [Policy for Travel Assistance for Young People Aged 16 to 19](#)
- [Travel Assistance Policy for 19- to 25-year-olds with SEND and/or an EHC plan](#)