

Children & Young People's Travel Service

Children & Families Directorate

PO Box 16541

Birmingham

B2 2DD

Private & Confidential

FAO Parent/Guardian/Carer

Email: travelassist@birmingham.gov.uk

Dear Parent/Guardian/Carer,

Our Ref:

**Home to School Transport Provision -
Public Transport – Stage 2 Appeal**

Date: 13 June 2023

School:

I write to inform you the outcome of the Stage 2 appeal for travel assistance to support **xxxxxxx**.

The panel members have considered your appeal in line with Birmingham City Council's transport policy and the additional information you have submitted has been taken into consideration. The panel has discretion to decide whether individual applicants have any exceptional circumstances that would justify departing from the general policy.

The panel carefully considered the information you provided and in particular noted:

- Your email requesting a change to the original decision. Your request to take into consideration that you are looking for work or may be attending College from September

The panel have dismissed your appeal, as the additional information you provided does not warrant a change in the original decision or a departure from the general policy.

The reason for this outcome is:

There is no evidence from your application that xxxxxx cannot continue to be taken to school by yourself or another family member. Therefore The award for a bus pass **xxxxxxx** and **xxxxxxx** will continue to go ahead and the team will issue you a code to secure a Swift Card from National Express. Details of how to use the code will be provided in the letter.

The decision of the Stage 2 Panel is final and there is no further right of appeal. If you feel that the policy or process has not been followed correctly, you can raise your concerns with the Local Government Ombudsman via www.lgo.org.uk.

If you have any further queries please contact The Children & Young People's Travel Service on 0121 303 4955 or email travelassist@birmingham.gov.uk.

Yours faithfully,

Adrian Weissenbruch

Assistant Director

Children & Young People's Travel Service

Children & Families Directorate

PO Box 16541

Birmingham

B2 2DD

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FAO Parent/Guardian/Carer

Add1

Add2

Add3

Add4

Add5

Postcode

Email: travelassist@birmingham.gov.ukOur Ref: ST2D/**Impulse ID**

Date: 13 June 2023

Dear Parent/Guardian/Carer,

Stage 2 Appeal for Travel AssistanceSchool: **Name of School**

I write to inform you the outcome of the Stage 2 appeal for travel assistance to support **CYP Name**.

The panel members have considered your appeal in line with Birmingham City Council's transport policy and the additional information you have submitted has been taken into consideration. The panel has discretion to decide whether individual applicants have any exceptional circumstances that would justify departing from the general policy.

The panel carefully considered the information you provided and in particular noted:

- **Insert key points from appeal**

The panel have dismissed your appeal, as the additional information you provided does not warrant a change in the original decision or a departure from the general policy.

The reason for this outcome is:

- **Insert reason from panel here & paragraphs to be added**

The decision of the Stage 2 Panel is final and there is no further right of appeal. If you feel that the policy or process has not been followed correctly, you can raise your concerns with the Local Government Ombudsman via www.lgo.org.uk.

If you have any further queries please contact The Children & Young People's Travel Service on 0121 303 4955 or email travelassist@birmingham.gov.uk.

Yours faithfully,

Insert Name of Chair with job title
On behalf of Stage 2 Appeal Panel

Children & Young People's Travel Service

Children & Families Directorate

PO Box 16541

Birmingham

B2 2DD

Private & Confidential

FAO Parent/Guardian/Carer

Address

Address

Address

Email:

appealtravelassist@birmingham.gov.uk

Our Ref: ST2B/ Impulse ID

Date: 13 June 2023

Dear Parent/Guardian/Carer,

Stage 2 Appeal for Travel Assistance

School: <School name>

I write to inform you the outcome of the Stage 2 appeal for travel assistance to support <Name>.

The panel members have considered your appeal in line with Birmingham City Council's transport policy and the additional information you have submitted has been taken into consideration. The panel has discretion to decide whether individual applicants have any exceptional circumstances that would justify departing from the general policy.

The panel carefully considered the information you provided and in particular noted:

The panel have upheld your appeal, as the additional information you provided does warrant a change in the original decision. This appeal decision will be reviewed at the end of the academic year.

The reason for this outcome is:

Add the relevant statement below and remove any other paragraphs and this line

As the appeal has been upheld,

Transport – remove this heading when preparing the letter and any paragraphs not required

I have informed my colleagues in the team, who will go ahead and make provision for <Name> to be transported to <school>. My colleague will contact you once arrangements are set up, to inform you of the collection time, operator and any other supporting information. Please allow up to 10 days for this process to be completed, which will include a colleague from the risk team contacting you, to do an assessment for <Name> prior to commencement of service.

PTB Fixed /PTB Petrol/PTB Bus pass - remove this heading when preparing the letter and any paragraphs not required

I am pleased to tell you that <Name> has been awarded a (Insert offer if PTB/PTB Fixed OR PTB Bus pass)

The PTB Agreement document will follow this letter. You will need to read it and sign to confirm you understand the terms and conditions of the award, then complete paperwork so that payments can be arranged. Once received, payments will be made in accordance with the payment schedule.

Independent Travel Training - remove this heading when preparing the letter and any paragraphs not required

I am pleased to tell you that your application has been presented at panel and <Name> has been awarded Independent Travel Training.

The Independent travel training team will contact you separately in due course.

Bus pass - remove this heading when preparing the letter and any paragraphs not required

I am pleased to inform you that. <Name> has been awarded a bus pass from National Express West Midlands.

The bus pass will be provided on an electronic Swift Card with a photo ID, a passport style photograph is required before a Swift Card can be produced. In order to take delivery of the new card, you will need to access the National Express website. A separate letter will be posted to you prior to the start of the academic year, this will provide you with more details including a code so you can access National Express website. When you receive this code, you will need to [visit the National Express website](#).

Once completed, National Express will produce the card on your behalf and will arrange for it to be delivered to your home address. This will allow you to liaise directly with National Express if there is any cause to change the card, or if the card is lost or stolen, you will be able to continue to use the same Swift Card. The council will provide you with new codes when the code provided above expires for as long as your child remains eligible.

We hope you find this process a much easier one going forward, as your child will be able to use the same card for as long as they are entitled to assistance. If you move address or if your child moves to another school, you will need to advise the Travel Assist team by email, and you will then need to re-apply for assistance.

In the meantime, if you would like any further information, please feel free to contact us on 0121 303 4955 or via email.

Yours faithfully,
Insert Signature

On behalf of Stage 2 Appeal Panel

Children & Young Persons' Travel Service

Children & Families Directorate

PO Box 16541

Birmingham

B2 2DD

Private & Confidential

FAO Parent/Guardian/Carer

Address

Address

Address

Postcode

Email: travelassist@birmingham.gov.ukOur Ref: TA13/**Impulse ID**

Date: 13 June 2023

Dear Parent/Guardian/Carer,

Home to School Transport Provision - Public Transport – Stage 1 AppealSchool: **<School name>**

I write to inform you the outcome of the Stage 1 appeal for travel assistance to support **<Name>**.

The panel has completed the review of your appeal in line with Birmingham City Council's transport policy and the additional information you have submitted has been taken into consideration.

The panel have upheld your appeal, as the additional information you provided does warrant a change in the original decision. This appeal decision will be reviewed at the end of the academic year.

The reason for this outcome is:

As the appeal has been upheld I am pleased to inform you that **<Name>** has been awarded a bus pass from National Express West Midlands and we are pleased to provide you with the details to allow you to access this benefit. The bus pass will be provided on an electronic Swift Card with a photo ID, a passport style photograph is required before a Swift Card can be produced. In order to take delivery of the new card, you will need to access the National Express website by typing the following into your browser: <https://nxbusportal.co.uk/travel/> and quote the code **((Bus Pass CODE))** on the application.

Once completed, National Express will produce the card on your behalf and will arrange for it to be delivered to your home address. This will allow you to liaise directly with National Express if there is any cause to change the card, or if the card is lost or stolen, you will be able to continue to use the same Swift Card. The council will provide you with new codes when the code provided above expires for as long as your child remains eligible and you will be able to use the same card for as long as they are entitled to assistance.

If you move address or if your child moves to another school, you will need to advise the Travel Assist team by email, and you will then need to re-apply for assistance.

If you require assistance with the Swift Card bus pass portal, please refer to this useful information: <https://www.birmingham.gov.uk/travel-assist-portal>.
Alternatively, please call National Express on 0121-254 7272.

In the meantime, if you would like any further information, please feel free to contact us on 0121 303 4955 or via email.

Yours faithfully,

A handwritten signature in black ink that reads "S Norman". The signature is written in a cursive style, with the first letter 'S' being large and stylized, and the last name 'Norman' written in a more standard cursive script.

Sarah Norman

On the behalf of the Stage 1 Appeals Panel
Interim Head of Travel Support
Children and Young Peoples' Travel Service

Children & Young Persons' Travel Service

Children & Families Directorate

PO Box 16541

Birmingham

B2 2DD

Private & ConfidentialEmail: travelassist@birmingham.gov.ukOur Ref: TA13/**Impulse ID**

Date: 13 June 2023

Add1**Add2****Add3****Add4****Add5****Postcode**

Dear Parent/Guardian/Carer,

Stage 1 Appeal for Travel AssistanceSchool: **<Name>**

I write to inform you the outcome of the Stage 1 appeal for travel assistance to support **<Name>**.

The panel has completed the review of your appeal in line with Birmingham City Council's transport policy and the additional information you have submitted has been taken into consideration.

The panel have dismissed your appeal, as the additional information you provided does not warrant a change in the original decision.

The reason for this outcome is:

- **Paragraphs to be added**

If you wish to have this decision reviewed, you have the right to escalate to Stage 2 of the appeals process. You will need to submit any additional information and supporting professional or medical evidence you feel should be considered.

Upon receipt of your request for an appeal, all relevant correspondence, documents, and written representations relating to your application for transport assistance will be reviewed and provided to the Stage 2 panel members for their consideration. If your child has an Education, Health and Care Plan (EHCP), copies of it will be provided to the panel. Should you have any concerns about this, please let us know as soon as possible.

If you wish to proceed to Stage 2 appeal, no appeal form is required. All appeals should be submitted by email or post within 15 working days of the date of this letter, with all supporting professional and medical evidence to appealstravelassist@birmingham.gov.uk.

You may wish to refer to Birmingham City Council's Home to School Transport Policy when structuring your appeal. The policy details the appeals process and can be accessed online via www.localofferbirmingham.co.uk.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S Norman'.

Sarah Norman

On the behalf of the Stage 1 Appeals Panel

Interim Head of Travel Support

Children and Young Peoples' Travel Service

Children & Young Persons' Travel Service

Children & Families Directorate

PO Box 16541

Birmingham

B2 2DD

Private & Confidential

FAO Parent/Guardian/Carer

Address

Address

Address

Postcode

Email: travelassist@birmingham.gov.ukOur Ref: TA13/**Impulse ID**

Date: 13 June 2023

Dear Parent/Guardian/Carer,

Stage 1 Appeal for Travel AssistanceSchool: **<School name>**

I write to inform you the outcome of the Stage 1 appeal for travel assistance to support **<Name>**.

The panel has completed the review of your appeal in line with Birmingham City Council's transport policy and the additional information you have submitted has been taken into consideration.

The panel have upheld your appeal, as the additional information you provided does warrant a change in the original decision. This appeal decision will be reviewed at the end of the academic year.

The reason for this outcome is:

Add the relevant statement below and remove any other paragraphs and this line

As the appeal has been upheld,

Transport – remove this heading when preparing the letter and any paragraphs not required

I have informed my colleagues in the team, who will go ahead and make provision for **<Name>** to be transported to **<school>**. My colleague will contact you once arrangements are set up, to inform you of the collection time, operator and any other supporting information. Please allow up to 10 days for this process to be completed, which will include a colleague from the risk team contacting you, to do an assessment for **<Name>** prior to commencement of service.

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The Independent travel training team will contact you separately in due course.

Bus pass - remove this heading when preparing the letter and any paragraphs not required

I am pleased to inform you that. <Name> has been awarded a bus pass from National Express West Midlands.

The bus pass will be provided on an electronic Swift Card with a photo ID, a passport style photograph is required before a Swift Card can be produced. In order to take delivery of the new card, you will need to access the National Express website. A separate letter will be posted to you prior to the start of the academic year, this will provide you with more details including a code so you can access National Express website. When you receive this code, you will need to visit the [National Express website](#).

Once completed, National Express will produce the card on your behalf and will arrange for it to be delivered to your home address. This will allow you to liaise directly with National Express if there is any cause to change the card, or if the card is lost or stolen, you will be able to continue to use the same Swift Card. The council will provide you with new codes when the code provided above expires for as long as your child remains eligible.

We hope you find this process a much easier one going forward, as your child will be able to use the same card for as long as they are entitled to assistance. If you move address or if your child moves to another school, you will need to advise the Travel Assist team by email, and you will then need to re-apply for assistance.

In the meantime, if you would like any further information, please feel free to contact us on 0121 303 4955 or via email.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S Norman'.

Sarah Norman

On the behalf of the Stage 1 Appeals Panel
Interim Head of Travel Support
Children and Young Peoples' Travel Service

Ref: application code to be added
Date to be added

To the Parent/Carer
First Line Address
Second Line Address
Third Line Address
Birmingham
Post Code

Dear Parent,

Home to School Transport Provision – Public Transport – Stage 1 Appeal

School name to be added

Thank you for your travel assistance appeal. You have provided us with the following additional information which we have considered:

- Appeal reason 1
- Appeal reason 2
- Appeal reason 3
- Appeal reason 4
- Appeal reason 5
- Appeal reason 6

I regret to advise you that after due consideration of this additional information your application has been dismissed for the following reasons:

- **School to be entered** is within 3 miles walking distance of your address and you have not provided any evidence of exceptional reasons such as a letter from a hospital consultant to explain why your child could not be reasonably expected to walk to and from school
- **School to be entered** is within 2 miles walking distance of your address and you have not provided any evidence of exceptional reasons such as a letter from a hospital consultant to explain why your child could not be reasonably expected to walk to and from school
- School Admissions have confirmed that **enter school name** was your first-choice school of the six preferences that you made. The four schools nearer to your home address are:
 - Enter school 1
 - Enter school 2
 - Enter school 3
 - Enter school 4

You have not provided any exceptional reason why you ranked the schools in this particular order on your preferences and did not include **Enter school here**.

- Birmingham City Council measure the distance from home to school using Data maps which is a digital mapping system and it has recorded the distance as **Enter distance here**.
- Pupil Place Planning have confirmed that four of the nearer schools to your home address had available places in Year **x** at the time of your change of address in **enter date**, and you have not provided any exceptional reasons why your child could not attend any of these schools within 3 miles of your address. This is considered parental choice and therefore you are liable for travel expenses.

Pupil Place Planning have confirmed that four of the nearer schools to your home address had available places in Year **x** at the time of your change of address in **enter date**, and you have not provided any exceptional reasons why your child could not attend any of these schools within 2 miles of your address

- You are living in temporary accommodation, and the distance from home to school is over 3 miles. Therefore, you will qualify under the normal policy whilst you remain at this address. We would not expect you to look for a nearer school for Danny until you have been re-housed in permanent accommodation. It has been confirmed by the Temporary Accommodation Team that you are living at this temporary address. However, the distance from home to school is less than 3 miles. Therefore, you will not qualify under the normal policy whilst you remain at this address.
- You are living in temporary accommodation, and the distance from home to school is over 2 miles. Therefore, you will qualify under the normal policy whilst you remain at this address. We would not expect you to look for a nearer school for Danny until you have been re-housed in permanent accommodation. It has been confirmed by the Temporary Accommodation Team that you are living at this temporary address. However, the distance from home to school is less than 2 miles. Therefore, you will not qualify under the normal policy whilst you remain at this address.
- Even though **Enter School** is one of the four nearest schools which is also between **Enter mile** and **enter miles** of your home address, **Enter school** have confirmed that your child is not eligible for “Free School Meals”. Therefore, your child will not qualify under the low-income policy.
- Your child cannot be considered under the low-income policy as **Enter School** is less than 2 miles from your address regardless of whether your child is eligible for free school meals.
- Your child cannot be considered under the low-income policy as **Enter School** is less than 3 miles from your address regardless of whether your child is eligible for free school meals.
- Your child cannot be considered under the low-income policy as **Enter School** is not one of the three nearest schools which is also between 2 and 6 miles of your home address. Therefore, your child will not qualify under the low-income policy, regardless of whether your child is eligible for free school meals.
- Your child cannot be considered under the low-income policy as **enter school** is not the nearest faith school which is also between 2 and 15 miles of your

home address. Therefore, your child will not qualify under the low-income policy, regardless of whether your child is eligible for free school meals

- Your child cannot be considered under the low-income policy, regardless of whether your child is eligible for free school meals, as **Enter school** is not one of the three nearest schools which is also between 2 and 6 miles of your home address.
- **Enter School** is the nearest RC school which is also between 2 and 15 miles of your home address and the school have confirmed that both of your children are eligible for "Free School Meals".
- We have noted that you have stated that your child has **SEND NEED** and is awaiting the outcome of an assessment for **SEND NEED / SEND NEED**. However, our records state that SENAR (Special Educational Needs Assessment Review) have not received a referral for an EHCP assessment for your child.

Travel assistance is provided in line with council policy. If you believe we have not applied the policy correctly please submit a Stage 2 appeal stating the reason why and additional information to support your appeal request. This appeal must be submitted within 15 working days of the date of this letter.

If you require further information, please follow this link:

www.localofferbirmingham.co.uk/home-to-school-transport/appeal-against-a-school-or-college-travel-support-decision

As you have not qualified for a free bus pass from Birmingham City Council, please consider following this link to National Express West Midlands to find out more about unlimited travel on all National Express buses within the West Midlands Zone:

[Under 18 & Term Plus | NX Bus West Midlands](#)

You are able to purchase either a one week (£7.50), 4 week (£27.50), monthly subscription (£25.00 by monthly direct debit for 10 months and then 2 months free) or Term Plus (£85.00 per school term) at a lower price than paying bus fare each time your child travels to school on one of their buses.

You can use the ticket purchased at any time on any of their bus routes, including evenings, weekends and school holidays.

Yours faithfully,



Sarah Norman

On the behalf of the Stage 1 Appeals Panel
Interim Head of Travel Support
Children and Young Peoples' Travel Service