Post-16 Transport Policy 2027-28

Summary

This document details arrangements for Post 16 transport.

Owner
School Transport Manager

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1. Introduction

Local authorities have a duty to prepare and publish an annual Post-16 Transport Policy Statement by 31 May each year.

This statement specifies the arrangements for transport that Reading Borough Council (RBC) considers is necessary to make to facilitate the attendance of Post 16 students receiving education or training.

Reading Borough Council's Post-16 Transport Policy Statement provides information on travel and transport arrangements that are available to young people who are above statutory school age, which ends on the last Friday in June in the academic year in which they turn 16.

RBC's ambition is that every student in the borough achieves their full potential. We are committed to ensuring that those aged 16 and over as explained above (including those with Education, Health and Care Plans up to the age of 25) have access to educational opportunities at school, college, or other education settings. Part of this ambition is for as many students as possible to travel independently using a sustainable form of transport.

Research for the Motability Foundation finds that **ability to travel independently directly affects young peoples:**

- independence
- social connections
- ability to participate in education, employment, and wider society

The Post-16 Transport Policy Statement sets out how we support young people to access education as independently and actively as possible, to support young people to achieve their goals, ambitions, and positive outcomes.

This Statement applies to any young person who is living in the Reading Borough Council area. Students who do not live in the Reading Borough Council area should refer to the Transport Policy and Statement issued by their home Local Authority.

2. Responsibilities and duties

The statement is published in line with the statutory duties under the Education Act 1996, including s.509AA and s.509AB and takes into account the Department for Education statutory guidance – Post-16 transport to education and training, January 2019.

3. Transport and Travel Assistance

Students are now required to be in education, employment, or training until their 18th birthday, which could involve mixing full-time work with study, following an apprenticeship, continuing full time in school or college, or combining part-time training with volunteering. There has not, however, been any change to statutory school age which ends at the end of the academic year in which the student turns 16.

Reading Borough Council is required to facilitate the attendance of all those of Post 16 age i.e. those students in school years 12 to 14 or who started their programme of learning before their 19th birthday. This may involve travel assistance, but Reading Borough Council does not have to provide this assistance free of charge.

Responsibility for attendance at an education setting lies with the student and their parents/carers.

We encourage all young people to consider public transport as a first principle in accessing post 16 education. Public transport offers the opportunity for young people to develop their social skills, confidence, communications skills, and independence.

There are several public transport service providers in Reading. Some colleges and schools in Reading and surrounding boroughs have their own transport arrangements but each arrangement can vary.

Young people should check with their setting about the transport arrangements and ticketing prices that can apply to both bus and train travel.

Reading Borough Council has arrangements with some local bus and train operators for the purchase of annual season tickets at preferential rates, including Reading Buses.

Interested parents, carers and young people should contact the relevant transport provider to purchase tickets.

3.1 Concessionary Tickets for Young People 16-25 from Public Transport Providers

On most local bus routes operators offer reduced fares for under 19s. This helps ensure that students can buy passes at reduced rates, including those for travel to establishments outside the Borough.

Young People aged 16 to 25 can purchase a 16-25 Railcard. This card enables young people to save a third on most train fares. For more details, visit the **16-25 railcard website**.

3.2 Travel Assistance from Schools and Colleges

Certain Colleges such as Berkshire College of Agriculture (BCA) provide buses from Reading to the College at a charge. For further information please contact the respective college.

3.3 The 16-19 Bursary Fund

The 16-19 Bursary Fund, administered by individual education providers, is available to support any young person who faces genuine financial barriers to participation in education, including transport costs. All education providers must make available a copy of their 16-19 Bursary Fund Policy. Applications should be made directly to the education provider.

For further information on the 16-19 Bursary Fund, visit: www.gov.uk/1619-bursary-fund.

Key local providers and contact details can be found on the Council Local Offer website.

There are two types of 16-19 bursary available;

Vulnerable Student Bursary

You could get a bursary worth up to £1,200, depending on your circumstances and benefits.

Discretionary Bursary

You could get a discretionary bursary if you need financial help but do not qualify for a bursary for students in vulnerable groups. Your education or training provider decides how much you get and what it is used for.

If you are over 19, you will only be eligible for a discretionary bursary.

For further information on the Vulnerable Students Bursary and the Discretionary Bursary, including the eligibility criteria and how to apply, visit the GOV.UK website.

3.4 Young Parents / Care to Learn

The Care to Learn scheme can help with childcare costs while you study.

You must be aged under 20 at the start of your course.

The scheme is available for publicly funded courses in England.

You can get up to:

- £180 per child per week, if you live outside London.
- £195 per child per week, if you live in London.

What it covers

Care to Learn can help with the cost of:

- Your childcare, including deposit and registration fees
- A childcare taster session for up to 5 days
- Keeping your childcare place over the summer holidays
- Taking your child to their childcare provider

Payments

Childcare payments go directly to your childcare provider.

Before they can be paid:

- Your childcare provider needs to confirm your child's attendance
- Your school or college needs to confirm that you are attending your course

Travel payments go direct to your school or college – they will either pay you or arrange travel for you.

When payments stop

Payments end when:

- You stop attending your course
- You reach the end of your course
- Your child stops attending childcare

For more information, please visit https://www.gov.uk/care-to-learn/how-to-claim

4. LA Support

The Local Authority has a discretionary power to provide Travel Assistance to those past Year 11 or over 16 years. Whilst there is no legal duty to provide free or subsidised transport to all post-16 students, the scheme operating under this policy recognises that the Authority needs to support all young people, including those from low-income families and those with learning difficulties and/or disabilities.

Students of sixth-form age

This is defined as;

- Being a person receiving education or training at an establishment and he/she is over compulsory school age but is under the age of 19 or has begun a particular course at the establishment before attaining the age of 19 and continues to attend that course, or
- Is over the age of 16 and out of cohort, for example repeating year 11.

This definition also applies to a young person with an Education, Health and Care Plan (EHCP) up to age 25, if they are continuing a course started before their 19th birthday.

4.1 LA Support for Young People without SEND

Students without an Education, Health and Care Plan aged 19-25 may be able to receive travel assistance to their education or training setting. This will be dependent on factors such as the student being assessed as eligible under the Care Act 2014 and education forming part of the assessed need.

4.2 LA Support for Learners with SEND

Support for students with an Education, Health and Care Plan (EHCP) Sixth form aged (16 to 19)

'Sixth form age' refers to those young people who are over 16 years of age but under 19 or continuing learners who started their programme of learning before their 19th birthday (Years 12,13,14)

To qualify for travel assistance from Reading Borough Council, the following criteria will be considered.

Travel assistance is based on travel from the home address, as defined in the School Transport Policy, to the educational placement(s) named in Section I of the Education, Health & Care Plan. A student may be eligible for transport assistance if they meet the following criteria.

- The student is resident in the Reading Borough Council area.
- The student has an Education, Health and Care Plan (EHCP) with a named school or is accessing education through an EOTAS package under s61 Children and Families Act 2014.
- The named school or educational setting is the nearest suitable school or educational setting as defined in the Home to School Transport Policy and not a placement chosen on the basis of parental preference, AND
- The programme of learning is full-time (i.e., at least 540 plus guided learning (planned and funded) hours per year, AND
- The student is unable to travel on public transport to the educational setting due to their Special Educational Needs, disability or mobility difficulty, OR
- The student lives more than 3 miles walking distance from the school or educational setting as measured by RBC, OR

- The student is unable to walk the distance because of their mobility difficulty.

Low income

Without the Council's Travel assistance, the student would be unable to attend the educational placement due to financial constraints.

A student will be regarded as being from a low-income household if they meet one or more of the following criteria:

- At the point of application, they are eligible for Free School Meals, excluding any extended entitlement.
- They live in a household that receives Universal Credit and the household's earned income does not exceed the threshold used to determine eligibility for Free School Meals.

Students who meet the low-income criteria and provide satisfactory evidence will be charged the reduced contribution set out in this policy.

Students experiencing financial hardship are encouraged to contact their school, college, or training provider in the first instance, as they may be able to access support through the 16 to 19 Bursary Fund.

Contribution to travel costs

Post-16 travel assistance is discretionary and does not automatically provide free transport. Students, parents or carers are expected to contribute towards transport costs unless the student qualifies for a reduced contribution under the low-income criteria set out in the Low income section above.

All eligible students receiving travel assistance, including those receiving a Personal Transport Budget (PTB), are required to contribute towards the cost of transport.

- The arrangements under this policy are that all students who receive transport assistance contribute £330 per term towards the costs of their transport.
- Where a student qualifies on the grounds of low income then the contribution by the student will be £175 per term
- This will apply to all students whether they attend mainstream or specialist post-16 provision, independent schools, Further Education colleges, or other suitable training establishments.
- Support for the provision of transport will be considered for students of sixth form age i.e., a student who is over compulsory school age, but below 19, or in exceptional circumstances a student who has begun a particular course of education or training before they reached 19 and continues to attend that course.

Please note that where the student becomes 19 years of age during their course, transport assistance will cease at the end of the academic year in which their 19th birthday falls.

- The Council does not provide support for transport assistance for part-time courses or non-state funded education.
- Where a school/college or parent/guardian/carer have been making their own transport arrangements, the Council will not agree to pay these costs retrospectively.

Type of support/mode of travel offered for students

The standard offer of Travel Assistance for students aged 16-19 is a Personal Transport Budget (PTB). A PTB is a direct payment to you and is designed to help you to get your child to school/college. It replaces council-organised transport (COT), although requests for traditional transport methods will be considered on a case-by-case basis.

The term "Travel Assistance" is used to describe the options of EITHER a Personal Transport Budget (PTB) or Council-Organised Transport (COT).

The legislation that applies to 19+ students is slightly different and for that reason, families of this group may still be offered council-organised transport (COT) or a PTB.

For all eligible students moving into post-16 education for the first time, a Personal Transport Budget (PTB) will normally be offered where travel assistance is agreed. Where a family believes that only Council-Organised Transport can meet the student's needs, they may appeal the offer of a PTB, and the Council will consider whether there are exceptional circumstances that make Council-Organised Transport more appropriate.

Support for students with an Education, Health and Care Plan (EHCP) - aged 19 to 25

Where a student with an EHCP **starts a course at aged 19 or older**, as adult learners any Travel assistance is at the discretion of Reading Borough Council. Applications will be considered by the relevant Reading Borough Council team with responsibility for adults.

There are additional responsibilities under Section 508F and Section 508G of the Education Act 1996 for the Council to provide transport for some students. These students must meet the following criteria:

- be an adult aged between 19 and 25 years with an EHCP
- live in the Local Authority area
- be attending:
    - a further education setting

  - an education setting maintained or assisted by the local authority and providing further or higher education (or both)
  - an educational setting outside the further and higher education sectors, where the local authority has secured education or training and/or boarding accommodation for that learner

- the educational setting must be named in the student's Education, Health and Care Plan
- the educational setting must be more than 3 miles away from the student's home address, unless the student is unable to walk that distance because of their SEND, even if accompanied, or the route is unsafe
- the student is unable due to their Special Educational Needs, disability, or mobility difficulty to use public transport independently

Students who have been assessed and are eligible for travel assistance will be allocated travel assistance appropriate to their assessed needs. This may be specialised if they require equipment to enable them to be transported.

Where a student with SEND starts a new course at aged 19 or older, any travel assistance is funded by the Council, as they are Adult Learners. Travel assistance to the educational setting would continue until the end of the academic year in which the student turns 25.

Eligible students with SEND aged 19-25 need to reapply for travel assistance each academic year. The Council will write to eligible students/their families during the summer term with details of how to reapply for the next academic year.

Adult Social Care Assessment and Eligibility Process

When a referral is received by Adult Social Care (ASC), the Advice and Wellbeing Hub, which is the front door service, undertakes an initial screening process. This includes gathering information about the person's circumstances, strengths, support networks, presenting needs and any identified risks. The purpose of this screening is to determine whether the individual's needs can be met through information and advice, preventative services, community support, or whether a full Care Act 2014 assessment is required.

Where ongoing care and support needs are identified, a practitioner will complete a Care Act assessment. The assessment considers:

- The person's needs and desired outcomes.
- The impact of those needs on their wellbeing.
- Existing informal support available from family, friends or the community.
- Risks and safeguarding concerns.

- Whether the needs arise from a physical or mental impairment or illness.

Following the assessment, the practitioner applies the national Care Act 2014 eligibility criteria to determine:

- Whether the needs arise from a physical or mental impairment or illness.
- Whether the person is unable to achieve two or more specified outcomes.
- Whether this has a significant impact on their wellbeing.

The practitioner records their professional analysis and recommendation regarding eligibility within the assessment. The assessment is then reviewed and authorised by a manager before being submitted to the Eligibility, Risk and Review Group (ERRG), which is a governance process within Adult Social Care.

ERRG reviews the requested care and support against Care Act eligibility requirements and the person's desired outcomes, taking account of risks and wellbeing. The group will also consider whether preventative services, community resources or alternative support arrangements could meet the identified needs. Following its review, ERRG makes a decision which is communicated to the practitioner.

To challenge the decision please contact the Adult Social Care team.

For more information see the website: Assessing your care needs - Reading Borough Council

4.3 Travel Training

Reading's approach to independent travel training is embedded within the wider development of the curriculum, outcomes toolkit and Annual Review process, ensuring that Preparation for Adulthood (PfA) is integrated within Reading's core curriculum design and SEND practice.

The approach seeks to ensure that children and young people are supported from an appropriate age to develop the skills, confidence, and independence they need for adulthood. This includes developing independent travel skills where appropriate, alongside broader outcomes relating to employment, community participation, independent living, friendships and relationships, and good health.

Independent travel should therefore be considered as part of a young person's planned pathway towards greater independence, rather than solely as a transport intervention. Through person-centred planning and the Annual Review process, opportunities should be identified for young people to develop and practise these skills in meaningful, real-world contexts, with the right level of support and reasonable adjustments to enable progression.

This approach supports young people to access meaningful opportunities within their local community, education, training, and employment, while promoting greater choice, autonomy, and preparation for adult life.

4.4 LA Support in Other Circumstances

Medical grounds

Where a young person has a temporary or enduring medical condition that means they cannot safely or reasonably be expected to walk to school, assistance **may** be provided. Applications for assistance on this basis will need to be supported by appropriate evidence from medical professionals.

If a parent feels the young person may be eligible, they need to contact and discuss this with the SEN Team.

Reading Borough Council reserves the right to consult with relevant health professionals for further advice and may choose to seek comment from the educational institution or school attended by the child or young person.

Exceptional Circumstances

The offer and type of Post 16 transport remains at the discretion of the Council, but we will take into consideration individual circumstances and the needs of your child (including a consideration of your application form, the EHCP and any current transport risk assessment that the Council has undertaken).

The Council is aware that all children to whom this policy applies will have varying degrees of SEND. Some examples that the Council would not ordinarily see as exceptional (in their own right) are:

- Single parent families
- Parent(s) that work
- Having other children to look after and/or at other schools
- Living in a rural area with or without access to public transport
- Parents/students unable to drive or have access to a car
- Students in wheelchairs

However, it is likely that a family with a number of those circumstances listed above could be classed as exceptional. By the very nature of ‘exceptions,’ the Council recognises that there may be many reasons why a student could only access school/college using council approved transport; so, it naturally follows that it will be for parents to demonstrate that.

The Council will consider any exceptional circumstances advised for individuals on a case-by-case basis.

5. Personal Transport Budgets

A Personal Transport Budget (PTB) is a payment designed to help parents, carers or young people make suitable travel arrangements to enable attendance at school or college. It is available to SEND students who have been assessed as eligible to receive travel assistance from Reading Borough Council.

A PTB is granted at the discretion of the Council. Therefore, even where a student has been assessed as eligible for travel assistance, a PTB may not be offered where it would not be cost-effective for the Council to do so, for example where a bus pass can be provided or the student can be accommodated on existing transport at no additional cost to the authority.

A Personal Transport Budget (PTB) is a payment to help the student get to school or college. You can use the PTB in any way you wish that enables the student to get to school or college. However, a PTB is not intended to cover the full cost of a door-to-door taxi service. It is a contribution towards transport costs, giving families flexibility and choice in how they arrange travel.

Where a PTB is offered, the Council will calculate the value of the budget and apply any contribution required under this policy before payment is made. The net amount will be paid directly to the parent, carer, or young person to arrange suitable transport.

Change of circumstances

You must notify the Council immediately in writing or by email about any change in your circumstances that may affect your eligibility to Travel Assistance and/or your PTB payment, for example:

- If you move address or change school/college or school/college site.
- Change of timetable that affects the student's school hours or days.
- Long term absences (5 consecutive school days or more).

If you fail to notify the Council of any change to your circumstances, which the Council later decides would have had the effect of reducing or ending the student's entitlement to payments then the Council may terminate your PTB payments and will seek to recover any monies that you should not have received for the period in which you failed to notify.

If you are unsure about whether a change of circumstances will affect the PTB payments, you are advised to discuss this with the Council.

If any change to your circumstances means that the student's eligibility to Travel Assistance is withdrawn, then the PTB payments will cease.

Change of payment

There are circumstances in which the amount of PTB payment may be reviewed, adjusted, suspended, or terminated. These are:

- The students' attendance falls below 90%.
- The student regularly arrives late at school/college in the mornings.
- The student arrives at school/college in an unfit state to learn.
- The travel arrangements that have been put in place for the student using the PTB are deemed to be unsuitable or unsafe.
- The student accesses short break stays away from the family home.
- There is a change to national legislation and/or the Council's policies.
- You have more than one child, or other member of the same household, each receiving a PTB and attending the same school/college or another school/college nearby

Review of PTB arrangements

The PTB will be reviewed on a regular basis. As part of the PTB review, the Council will contact the student's school/ college to request their attendance records to confirm their level of attendance, and that they are able to fully access their learning opportunities.

Once this information has been received and the review has been completed, any decision to adjust or withdraw the PTB will be given to you in writing.

Payment of the PTB will be paid into a nominated bank account termly. In exceptional circumstances, alternative payment arrangements may be made by agreement between you and the Council.

Using the PTB

You can use your PTB flexibly to support your young person's attendance at school or college. The key requirement is that the funding must be used in a way that ensures reliable and consistent access to education.

Examples of how you might use the PTB include:

- You or someone in your family can drive your child to and from school/college.
- Arranging for a friend or relative to walk or cycle with your child.
- Car sharing with other families.
- Providing a bus pass for your child or for someone to accompany them.
- Paying for a place on a school- or college-organised transport service.
- Paying for childcare for another child, enabling you to accompany your eligible child.
- Using it towards the cost of a taxi, either individually or shared with other families.

Terminating the PTB agreement

- You can cancel your PTB at any time. But if you do, the Council cannot arrange alternative transport until the next term starts.
- If you cancel, you must also inform anyone you have hired or contracted under the PTB.
- If the Council decides to end your PTB, you will receive at least one month's written notice.

Calculation of the PTB amount

The amount of money that is awarded is based on the distance between your home and the school the student attends. Many available maps and internet-based measuring tools will give you an indication of the distance, but this is only an indication. The distance measured is based on a straight-line distance (as the crow flies) and Reading Borough Council's own measuring software is used to determine this. For fairness and consistency, the same software is used for all applications.

There are three distance bands in which you would expect to receive a payment.

Band	One-way distance from home to school (miles)	Personal Transport Budget Payment
1	**Up to 5 miles**	**£2000 per annum**
2	**5 to 10 miles**	**£3000 per annum**
3	**Over 10 miles**	**£5000 per annum**

PTB payments are made based on the student attending school for 190 days per year. If the student attends school less than 190 school days per school year, or starts during the school year, Reading Borough Council will make your PTB payment on a pro-rata basis.

PTB payments will also not be made for days where the student is not required to attend school/college (e.g., study leave or other authorised absence from school/college premises). This means you may receive less than the total amount outlined above.

Should the student be absent from school, even if this is through no fault of their own, your next payment will be reduced to account for the reduction in required travel. Free school transport is also not available for work experience or additional journeys that the school requires the student to take.

6. Applying for LA Travel assistance

To apply for travel assistance please complete and submit the form available on the School transport - Reading Borough Council webpage or via the following link SEND Transport Assistance Application Form 2026

Home-to-school travel assistance is approved for **one academic year only**. If you require travel assistance for the following academic year starting in September, you must submit a new application **by 31 May**.

Parents and carers are responsible for ensuring a new application is submitted each year. Applications should be made as soon as the learner's school or college place has been confirmed and no later than **31 May**. Applying by this date helps us ensure that transport arrangements can be put in place for the start of the autumn term.

Applications received after 31 May will still be considered; however, we cannot guarantee that travel assistance will be available from the start of the new academic year.

Applications submitted during the school year can take up to **15 working days** to process. Please do not contact the School Transport Team for an update until 15 working days have passed, as they will be unable to provide further information before then.

For advice on financial support to access higher education please contact Student Finance England on 0300 100 0607.

6.1 Review process

Travel assistance is only awarded for one academic year, unless there is a change of home address or education setting.

Travel assistance must be reapplied for each academic year and must also be reapplied for if there is a change of home address.

The provision of travel assistance at any one time does not guarantee that it will continue as an ongoing arrangement. Eligibility and need for assistance will be reviewed regularly by the Local Authority.

If, during an academic year, Reading Borough Council determines that travel assistance is no longer appropriate, it may be withdrawn at the end of the term in which the decision is made.

All travel assistance is subject to an annual review, in line with Education Funding Agency guidelines, and is provided at the Council's discretion.

7. Appeals

If you applied for travel assistance and your child/young person is not offered assistance or the transport being provided is unsuitable, you do have a right to challenge the decision through the appeals process. This guide will take you through the appeals process.

Grounds for Challenge

There are only two grounds for appeal, and these are:

- That you believe the policy has NOT been applied correctly;
- That you believe the policy HAS been properly applied correctly, but the exceptional circumstances outlined in the application have not been fully considered.

How to make an appeal

If you believe that one of the two grounds for appeal apply you can challenge the decision. There are two stages to the appeals process.

Stage One

This appeal will be reviewed by a senior officer in the School Transport Service, the Reviewing Officer.

An appeal should be submitted, via the online form Appeal against a school transport decision Stage 1

This should be completed and submitted within 20 working days from the receipt of the Authority's written decision not to award assistance. The form will ask you to state which of the two grounds you are appealing on and why you are appealing.

If you are appealing on exceptional circumstances or low income, you will be able to upload further evidence not included in your original application. Do not include the evidence submitted with your original application.

The Reviewing Officer will review your original application within 20 working days of receipt, and parents/carers/young person will be notified in writing of the outcome.

The outcome will clearly explain:

- whether they have upheld the local authority's original decision;
- why they reached that decision;
- how the review was conducted;
- the factors considered in reaching their decision;
- any other agencies or departments that were consulted as part of the review.

Where The Reviewing Officer upholds the original decision, the parent/carer/young person may escalate their appeal to stage two of the process as outlined below.

Stage Two

If your appeal is not upheld, and the original decision remains you have a second chance to challenge the decision.

This should be completed and submitted within 20 working days from the receipt of the Reviewing Officers written decision not to award assistance (stage 1 outcome). The form will ask you to state which of the two grounds you are appealing on and why you are appealing.

The parent/carer/young person should request that their appeal be progressed to Stage Two where it will be reviewed by an Independent Officer Panel headed by a senior officer from Reading Borough Council. This will be independent of the original decision-making process. The officer will have the knowledge, skills, and experience to ensure that the local authority complies with its statutory duties.

Parents/carers/young person can submit additional information and will be invited to attend. Officers on this panel will have had no involvement in the original decision making. The appeal date will be within 40 working days of receipt of your request and any additional supporting information. Prior to the case being heard, a full copy of all correspondence will be sent to the parent/carer/young person.

Parent/carer/young person will be informed of the outcome within 5 days of the hearing.

Full details of the decision will be provided including:

An explanation of:

- whether they have upheld the local authority's original decision;
- why they reached that decision;
- how the review was conducted;
- the factors considered in reaching their decision;
- which other agencies or departments were consulted as part of the review, if any.

Local Government & Social Care Ombudsman

If you believe there has been an administrative fault, at any time during your appeal, with the way Reading Borough Council has handled your appeal, you may contact the Local Government & Social Care Ombudsman (LGSO) who investigates complaints about Councils:

PO Box 4771, Coventry CV4 0EH (Tel: 0300 061 0641) www.lgo.org.uk

If a parent considers that the decision of the independent appeal panel is flawed on public law grounds, they may seek to challenge the decision by applying for a judicial review.

8. How to make a complaint or seek remedy to an issue with transport

If things go wrong, the School Transport Service will endeavour to rectify the situation swiftly, to the satisfaction of all parties, as long as the solution is not outside the boundaries of this policy.

For issues identified by schools or families that require a remedy relating to the delivery of service from the provider e.g.:

• lateness of transport

• changing schedule (within policy reasons, e.g., sickness, INSET days etc.)

Please refer to your travel schedule and contact the operator directly in the first instance. This will likely remedy your concern quicker than reporting to a third party first. If you have an issue that persists, please contact the School Transport service on school.transport@reading.gov.uk

Any student, parent or carer wishing to make a formal complaint relating to school travel assistance arrangements, should contact the Customer Relations Team:

Call: 0118 937 3787

Write:

Freepost RTLS-CKGX-RKLL
Reading Borough Council
Customer Relations Team
Bridge Street
Reading RG1 2LU

Email us at: complaints@reading.gov.uk