

# Community Services

Application for

## Free School Transport Information Sheet



sustainable thriving achieving

**East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

### How we can help get your child to school

Whilst it is the parents' responsibility to secure their children's education East Dunbartonshire Council is happy to help you get your child of school age to school, safely and on time. That is why school crossing patrols are provided and we operate a school transport policy which is more generous than the law requires. Indeed our home to school transport provision is amongst the most generous of any Scottish local authority. The policy states that we provide FREE school transport if:

- Your child lives one mile or more away from his / her catchment area primary school (by the shortest safe walking route).
- Your child lives three miles or more away from his / her catchment area secondary school (by the shortest safe walking route).
- Your child has a medical condition that is supported by a letter from your GP.
- Your child has been assessed to attend a school to meet the requirements of his / her additional support needs. (These assessments involve education's psychological services who, in liaison with the school, also recommend appropriate transport arrangements.)
- Your child has to walk a route, which after seeking advice from the EDC Traffic Officer, is considered by the education office to be unsafe for a child to walk, when accompanied by an adult.

### What free school transport means

The education office identifies the need for the provision. For primary and secondary schools we work through Strathclyde Partnership for Transport (SPT) who engage the operators to provide free school transport. For pupils with additional support needs the education office undertakes all arrangements.

The choice of the precise mode of transport depends on a variety of factors and is decided by the education office after taking all circumstances into account. This can result in any of the following:

- Dedicated school contract bus (services solely for pupils).
- Bus pass on local service bus (which can either be a commercial service or subsidised local service also carrying members of the public).
- Rail pass on service train.
- Taxi or private hired car and minibus.
- The council's own school transport vehicles.

Free transport normally covers one return journey, to school in the morning and home at the end of the school day.

### When to apply for free transport

If your child is starting primary school you should apply when you enrol him or her for school. If your child is going into secondary school you should apply in April of his or her last year at primary school. You can apply at a later time but there could be a delay while arrangements are being made.

**Should you move house at any time during the year a fresh application for transport must be made.**

## Appeals

If you wish to appeal against any decision made regarding your application for school transport, you may do so by writing to the Chief Education Officer who is responsible for school transport at the address shown on the next page of this leaflet, indicating the grounds on which you wish to appeal.

## Parents / Guardians

We would ask you to encourage your child to behave properly and safely when boarding and travelling on the transport and alighting from it. As parents / guardians you are responsible for ensuring that your child arrives at the pick up point on time and is collected from the drop off point at the end of the return journey.

## Good Behaviour

Misbehaviour could result in your child losing the right to free transport. The responsibility of ensuring safe and acceptable behaviour remains yours while your child is travelling in the vehicle provided. In the case of misbehaviour, the driver may retain children's tickets / passes for the identification of pupils involved. The incident will then be reported to the driver's supervisor. Details will be sent to the head teacher which may result in your child losing the right to free travel either on a temporary or permanent basis. During this period parents / guardians will be responsible for making their own arrangements for the attendance of their child at school. Assurance will be sought from you on your child's good conduct prior to the return of the free travel pass. In cases of serious or repeated misbehaviour the head teacher has the right to implement exclusion procedures.

## If you need to know more or wish to complain

If you have any enquires about the eligibility of your child for transport please contact the Head of Education at the address shown on the next page of this leaflet. Parents who have any concern or complaint connected to the provision of school transport may contact the school their child attends by telephone giving the details, which will then be recorded and submitted to SPT. (Parents may also complain direct to SPT in writing to reinforce their concerns). SPT will respond direct to parents and advise the school on the outcome of their investigations. SPT is responsible for securing primary and secondary school contracts and for their day-to-day operation. SPT actively monitors the performance of school transport contracts through the deployment of a team of specialist inspectors. To assist with monitoring, SPT welcomes the raising of any issues of concern by schools or by parents. SPT can be contacted at the address shown on the next page of this leaflet.

## Ombudsman

The Council takes all complaints very seriously. We work hard to make sure that we deal with them promptly and effectively. If you are unhappy with how we have handled your complaint, you can contact the Scottish Public Service Ombudsman. The time limit for making a complaint to the Ombudsman is usually 12 months.

The Scottish Public Service Ombudsman  
Freepost EH641  
Edinburgh  
EH3 0BR

Tel: 0800 377 7330  
Text: 0790 049 4372  
Fax: 0800 377 7331  
Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)  
Web: [www.spsso.org.uk](http://www.spsso.org.uk)

## Contacts

### **East Dunbartonshire Council**

Shared Services – Transactional Finance  
Suite S4  
Strathkelvin Place  
Kirkintilloch  
G66 1XT

0141 578 8713

### **Strathclyde Partnership for Transport (SPT)**

Bus Agencies' Section  
131 St Vincent Street  
Glasgow  
G2 5JF

0141 333 3256

## Other Formats & Translations

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Corporate Communications Team at 12 Strathkelvin Place, Kirkintilloch, G66 1TJ, tel 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgriobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòin gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज़ हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।