

Passenger Transport Service

(Previously Social and Education Transport Team)

The County Council's Passenger Transport Service has just completed a restructure. The Service is now split into three teams which deliver separate functions - the eligibility team, delivery team, and finance and contracts team.

Aims of the Restructure

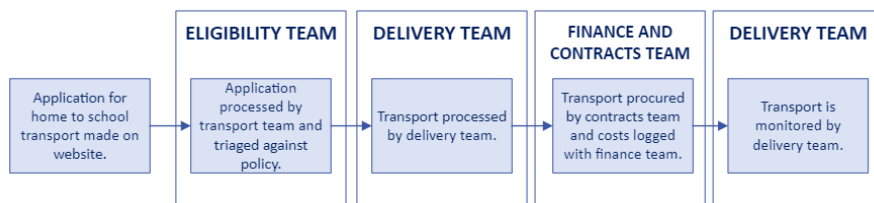
The restructure aims to address the increasing demand for home to school travel assistance and improve service delivery. We aim to do this by changing the way in which parents/carers apply for transport, make exceptional transport requests and appeal transport decisions – making the process clearer and more streamlined. We have revised and updated our transport policies to reflect these changes.

New Process for Applications

From **September 2023**, all SEND transport requests will be processed by the Passenger Transport Service. This is a change from the previous process for SEND transport, where the Statutory Assessment Team identified a need for transport, assessed it against policy, and then sent it onto the transport team for delivery.

The process for mainstream transport applications will remain the same. To apply online for mainstream transport, follow the links provided in the useful links section at the bottom right of this page.

The process for transport requests which are eligible under our existing policy is below. To make an application for travel assistance, parents/carers should use the online form available on our website.



Requests for travel assistance made outside of policy will be considered on an individual basis, by completing an exceptional transport request form and providing supporting evidence. Parents/carers will be supported to make this exceptional request after the initial transport application is made online. This will then be considered by a panel of senior officers. If transport is not granted by this panel, parents/carers have the option of challenging the decision through a two-stage travel assistance appeals process. This is set out further in our policies.

Useful Contacts

For Eligibility Enquiries & Transport Requests

h2stransportrequest@cambridgeshire.gov.uk

For Enquiries about Transport Already in Place

Delivery Team & Education Transport Team inbox

Ed.transport@cambridgeshire.gov.uk

Useful Links

Website

For up-to-date information on our processes and policy, please visit our website or the local offer.

[School transport - Cambridgeshire County Council](#)

[SEND Information Hub \(Local Offer\) | Transport to school \(cambridgeshire.gov.uk\)](#)

SEND applications website links:

To apply for our SEND transport, please use either our pre-16 or post-16 links below.

Pre-16:

[Pre-16 transport for pupils with special educational needs \(SEND\) - Cambridgeshire County Council](#)

Post-16

[Post-16 transport for pupils with special educational needs \(SEND\) - Cambridgeshire County Council](#)

Mainstream applications website links:

To apply for mainstream transport, please use either our pre-16 or post-16 links below.

Pre-16:

[Pre-16 transport \(mainstream\) - Cambridgeshire County Council](#)

Post-16

[Post-16 transport \(mainstream\) - Cambridgeshire County Council](#)