Safer Communities

Transport Services

School Transport: Information Leaflet

SUBSIDISED SCHOOL TRANSPORT SERVICE

Subsidised School Transport Service

East Ayrshire Council policy provides a **subsidised transport** service for school transport which is open to secondary pupils who live between 1 ½ and 3 miles from their catchment secondary school following a suitable walking route and who do not meet any additional criteria for free school transport.
The service is subsidised by East Ayrshire Council, with members contributing by way of an annual fee at a fixed cost for the academic year. Discounts of up to 100% are available to children in receipt of free school meals and to families with more than one child.

School Transport Provision

Membership will provide one journey to school in the morning and one return journey from school in the afternoon.
Arrangements for the **subsidised transport** will be made on a school by school basis and will in the first instance aim to encourage use of the scheduled bus network within East Ayrshire in partnership with established transport providers. Pick up and drop off points will be in line with published scheduled service routes.
Where existing scheduled transport routes are not sufficient to accommodate transport of pupils from a particular community the Council will arrange direct contracted transport through Strathclyde Partnership for Transport (SPT). Pick up and drop off points will be confirmed through the contractor and SPT.

Payment for Subsidised Transport

By joining this service, members are committing to an annual membership with the cost of membership set annually. Where a child meets the distance criteria above and;

- is in receipt of free school meals they will receive a **100% discount** on the fee
- where more than one member of a family living at the same address joins a **50% discount** will be applied to the second child in the family with third and subsequent children in the family receiving **100% discount**

Any application for a discount will be checked against current Council records.

Details of the current cost of annual membership for subsidised transport services are available with this leaflet and on East Ayrshire Council's website.

Payment of the full annual membership fee can be made by any of the Councils current payment methods or by instalments over a 10 month period.

Temporary reduction in membership due to a child's absence from school will only be considered after four weeks and in exceptional circumstances. *(It is the responsibility of parents/guardians to confirm in writing any change of circumstances and request for reduction or cancellation of membership. Supporting evidence such as confirmation of change of address or medical evidence must also be provided.)*

Unpaid fees will be pursued by the Council and will lead to the withdrawal of the current membership and access to the **subsidised transport** service in future years.

Application Process

How to Apply

For transport from August 2020 all applications should be made on the East Ayrshire School Online Transport Application Form which is available on East Ayrshire Council's website.

Once this has been submitted online you will receive a confirmation e-mail which will give you a unique application reference number for your application.

The following must also be included with an application or provided as soon as possible after the application via the postbox option on your confirmation e-mail

- A passport style photograph *(to allow membership ID cards to be issued)*
- Any documents relevant to your application

If you have any issues completing this form online please contact your school in the first instance or e-mail school-transport@east-transport.gov.uk. Your application will be checked and you will receive confirmation via e-mail that transport has been approved. If your application is declined reasons will be given in the e-mail which you have the right to appeal the decision

When to Apply

Application for membership of the **subsidised** service must be submitted on an annual basis as membership only covers one academic year.

All applications should be submitted as early as possible, to ensure transport arrangements are put in place to meet the needs of all children at the school. There may be a delay in setting up transport arrangements for the start of term for any applications made after 30 June.

If an application is made part way through the year, there may be a delay in accessing transport however payment will only be required on a pro rata daily rate for the number of days membership applies.

What Happens After I Apply

You will be notified in writing of the outcome of your application prior to the start of the school year or within 2 weeks if your application is an amendment during the school term.
If your application is successful the School Transport Section will:

- The Transport Section will notify SPT of the children entitled to free school transport and local arrangements will be made direct via the transport provider. Any queries regarding pick up locations and times can be clarified by contacting the provider or SPT. For the new term in August this will not available until July.
- Issue a photo ID membership card which will be used as a bus pass for the assigned school contract bus or scheduled service bus
- Arrange for an invoice to be issued *(where applicable)*

Your membership card is your only evidence of your membership and without it you may be asked to pay an additional fare or be denied access to transport. If your card is lost or stolen you must notify the transport section as soon as possible and replacement cards will be issued at an additional cost.

If you are Dissatisfied

How to Appeal

If you are unhappy about a decision regarding your child's entitlement to free school transport, you should write to the Contract Manager for Transport at the School Transport Section. You have the right to appeal any decision to the Head of Education.

How to Make a Complaint

Concerns or complaints regarding any aspect of the provision of school transport operated by the contracted provider will be dealt with by SPT. Parents/guardians should raise concerns directly with their child's school by telephone giving details that will then be recorded and submitted to SPT using a complaints postcard system.

Parents/guardians may also complain direct to SPT in writing if they feel their concerns are serious or are not addressed by the provider. Where parents/guardians have contacted SPT direct, SPT will respond direct to parents/guardians and advise the school of the outcome of their investigations.
Concerns or complaints regarding child behaviour on school transport should be raised directly with the school.

Any concerns or complaints regarding the service provided by the school transport section should be made directly to the Contract Manager for Transport at the school transport section.
Complaints can be made by telephone or in writing to the relevant person.

Contact Information

East Ayrshire Council
School Transport Section
Transport Services
Opera House
8 John Finnie Street
Kilmarnock, KA1 1DD

Tel: 01563 576334

Email: school-transport@east-ayrshire.gov.uk

East Ayrshire Council
Head of Education
East Ayrshire Council
Council Headquarters
London Road
Kilmarnock, KA3 7BU

www.east-ayrshire.gov.uk

Strathclyde Partnership for Transport
Consort House
12 West George Street
Glasgow, G2 1HN

E-mail: enquiry@spt.co.uk