



LEICESTERSHIRE COUNTY COUNCIL

Post-16 Transport Policy Statement Academic Year 2025-2026

The Council's transport policy statement for young people aged 16 to 19 in further education, continuing learners aged 19 and those young people aged 19 – 24 (inclusive) with learning difficulties and/or disabilities.

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Introduction

Local authorities (LAs) do not have to provide free or subsidised Post 16 travel support but do have a duty to prepare and publish an annual transport policy statement specifying the arrangements for the provision of transport or other support that the authority considers it necessary to make to facilitate the attendance of all persons of sixth form age receiving education or training.

All young people carrying on their education Post 16 must reapply for travel support in Leicestershire.

‘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).

Local authorities also have a duty to encourage, enable and assist young people with learning difficulties / disabilities to participate in education and training, up to the age of 25.

This policy uses the term ‘Post 16’ to include both learners of sixth form age and those with learning difficulties / disabilities up to the age of 25.

This policy document specifies the support that Leicestershire County Council (the Council) considers necessary to facilitate the attendance of Post 16 learners receiving education or training. Education or training refers to learning or training at a school, further education institution, a council maintained or assisted institution providing higher or further education, an establishment funded directly by the Education Skills Funding Agency, learning providers delivering accredited programmes of learning which lead to positive outcomes and are funded by the Council, for example, colleges, charities and private learning providers.

Aims and Objectives

The Council’s Strategic Plan has these five outcomes that describe the council’s vision for people in the county:

1. Clean and Green: the need to protect and enhance the environment and tackle climate change.
2. Great Communities: Leicestershire to have active and inclusive communities in which people support each other and participate in service design and delivery.
3. Improved Opportunities: all children and young people get the best start for life and have the opportunities they need to fulfil their potential, regardless of their circumstances.

4. Strong Economy, Transport and Infrastructure; use local innovation and skills to build a productive, inclusive and sustainable economy at the cutting edge of science, technology and engineering.
5. Safe and Well: ensuring that people are safe and protected from harm, live in a healthy environment and have the opportunities and support they need to live active, independent and fulfilling lives.

This Policy supports outcomes 3 and 5 in terms of equipping children/young adults with the skills they need to move to employment.

This document describes the support available to young people of Leicestershire entering or continuing with full-time Post 16 Education. It explains the support packages in place to encourage participation and prevent transport being a barrier to young learners.

This policy statement gives information from the LA, schools, academies and FE colleges and other relevant sources. The aim is to provide the most up to date details of the latest charges and any means testing procedures.

This statement gives advice on the support available to learners with learning/mobility difficulties and explains the commitment to encourage independent travel to and from the place of learning.

Another aim of this policy is to support those that are vulnerable from becoming not in education employment or training (NEET) at 16-17 by offering transport assistance to help overcome barriers in registered places of learning. The same will apply to Young Parents (Care to Learn C2L) aged under 20.

The provision of transport assistance to Post 16 students will support those students wishing to continue in education as part of the Raising Participation Age legislation.

Transport and travel support

Concessionary tickets for young people aged 16 to 25 from public transport providers

Many local operators have student season tickets available offering discounts compared to normal adult fares and/or at cheaper rates when bought on a termly or academic year basis. It is advised students contact the bus-operators directly as below:

Bus Operators:

[Arrivabus](#)

[Kinchbus](#)

[Firstgroup](#)

[Diamondbuses](#)

[Centrebus](#)

[Stagecoachbus](#)

[Vectare](#)

[NottinghamCityTransport](#)

Train Operators:

[East Midlands Railway](#)

[Cross Country Trains](#)

Similarly, several of Leicestershire's mainstream schools have commercial school special services operating to them. More information can be found directly from your school and the main operators of such services are:

[Beaver Bus](#)

[Roberts Travel Group](#)

[Andrews of Leicester Ltd](#)

[Orbit Coaches](#)

[Central Coaches](#)

[South Staffs Coach Hire](#)

[Paul Winson Coaches](#)

Digital Demand Responsive Transport (DDRT):

FoxConnect is a digital demand responsive transport service operating in Leicestershire. You can choose exactly where you want to be picked up and dropped off, meaning it's a convenient and flexible way to travel at a time that suits you. Passengers will be able to book a journey through an app or a call centre.

This is an innovative and modern transport option to serve local communities. Here are some of the benefits that on-demand transport (DDRT's) can bring to you and your community:

- Flexible and convenient booking systems
- Connections to rural communities
- An affordable travel option
- Greener travel, with vehicles that better suit the area

Further information is available on the Choose How You Move Website:

<https://www.choosehowyoumove.co.uk/leicestershire-foxconnect/>

Concessionary travel available from the Council

For disabled learners Leicestershire County Council operates a concessionary travel scheme which offers free bus travel throughout Leicestershire and the rest of England between 9.30 am and 11.00 pm on Mondays to Fridays and all day on Saturdays, Sundays and bank holidays. This is for all disabled persons and not just for learners and covers the following disabilities, which entitle the holder to a travel pass:

- Registered as blind or partially sighted with VISTA.
- Registered as profoundly or severely deaf with the County Council's Service for Deaf People.
- Without speech or with severe communication difficulty.
- Without the use of both arms, as certified by a medical professional.
- Having a learning disability including significant impairment of intelligence **and** social functioning.
- Likely to be refused a driving licence for medical reasons, otherwise than on the grounds of persistent misuse of drugs or alcohol.
- Having a permanent severe walking difficulty.

Website: [Leicestershire County Council – Apply for a disabled persons bus pass](#)

Travel support to school and colleges

Some of Leicestershire's secondary schools, academies (11-19) and 6th Form/FE colleges have additional bus contract arrangements on which learners or their parents can purchase places. Some FE colleges also offer direct support to students. Arrangements vary between schools and colleges so it's always best to check directly with the individual schools/colleges for details.

You can [find details of all Leicestershire schools](#) on the Council's website (this will also give you a link to the school's individual website).

Contact details and websites for all of the Leicestershire and Leicester City FE Colleges are shown below:

SMB College group comprising of:

Brooksby Campus (Brooksby, Leicestershire)
Melton Campus (Melton Mowbray, Leicestershire)
Stephenson Campus (Coalville, Leicestershire)
Phone: 01664 855444
Email: enquiries@smbgroup.ac.uk
Website: smbcollegegroup.ac.uk

Gateway Sixth Form College (Leicester):

Phone: 0116 2744500
Email: studentservices@gateway.ac.uk

Website: gateway.ac.uk

Leicester College (Leicester):

Phone: 0116 2242240

Email: info@leicestercollege.ac.uk

Website: leicestercollege.ac.uk/

Loughborough College (Loughborough, Leicestershire):

Phone: 01509 215831

Email: enquiries@loucoll.ac.uk

Website: loucoll.ac.uk

North Warwickshire & South Leicestershire College comprising:

Wigston Campus (Leicestershire)

Hinckley Campus (Leicestershire)

Nuneaton Campus (Warwickshire)

Phone: 0330 058 3000

Email: enquiries@nwslc.ac.uk

Website: nwslc.ac.uk

WQE College (Leicester):

Phone: 0116 247 1147

Email: enquiries@wqe.ac.uk

Website: wqe.ac.uk

Many schools and colleges can also be contacted via their social media accounts (Facebook, Twitter etc.).

Travel support from the government

The 16 to 19 bursary fund

The 16 to 19 Bursary Fund provides financial support to help young people overcome specific barriers to participation so they can remain in education.

You could get a bursary to help with education-related costs if you're at least 16 and under 19 on 31 August 2025 and:

- studying at a publicly funded school or college in England - not a university (a publicly funded school is one that does not charge you for attending it).
- on a training course, including unpaid work experience.

There are two types of 16 to 19 bursaries:

1. A bursary of up to £1,200 a year for young people in one of the defined vulnerable groups below:
 - you're in or you recently left local authority care.

- you get Income Support or Universal Credit because you're financially supporting yourself.
 - you get Disability Living Allowance (DLA) in your name and either Employment and Support Allowance (ESA) or Universal Credit.
 - you get Personal Independence Payment (PIP) in your name and either ESA or Universal Credit.
2. Discretionary bursaries which institutions award to meet individual needs, for example, help with the cost of transport, meals, books and equipment. Your education or training provider decides how much you get and what it's used for.

If you're 19 and over, you'll only be eligible for a discretionary bursary so could get this if you either:

- are continuing a course you started aged 16 to 18 (known as being a '19+ continuer')
- have an Education, Health and Care Plan (EHCP)

Your school or college will have their own criteria for discretionary bursaries. They'll look at your individual circumstances - this usually includes your family income. Ask student services about their criteria and any evidence you'll need.

Schools and colleges are responsible for managing both types of bursaries. Young people who want to apply for support from the bursary fund should contact their chosen school or college to make an application.

More information can be found at: [Gov UK – 16-19 bursary fund](#)

Young parents/Care to Learn

If you are a young parent under 20, Care to Learn can help pay for your childcare and related travel costs, up to £180 per child per week, while you're learning.

Care to Learn can help with the cost of:

- childcare, including deposit and registration fees
- a childcare 'taster' session (up to 5 days)
- keeping your childcare place over the summer holidays
- taking your child to the childcare provider

Types of childcare

To qualify, your childcare provider must be one of the following:

- registered with Ofsted
- registered with a childminder agency
- a school

They can be a:

- childminder
- pre-school playgroup
- day nursery
- out of school club

Payments

Childcare payments go directly to your childcare provider. Before your childcare provider can be paid:

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

Payments for travel costs go to your school or college - they'll either pay you or arrange travel for you.

Attendance

Payments will stop if:

- you stop attending your course.
- you reach the end of your course.
- your child stops attending childcare.

Eligibility

You can get Care to Learn if:

- you're a parent under 20 at the start of your course.
- you're the main carer for your child.
- you live in England.
- you're either a British citizen or have a legal right to live and study in England.
- your course qualifies.
- your childcare provider qualifies.

Type of course

Care to Learn is only available for courses in England that have some public funding.

This includes courses that take place in:

- schools
- sixth-forms in schools
- sixth-form colleges
- other colleges and learning providers, including Foundation Learning
- your community at Children's Centres

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

LA travel support

LA support for young people without special educational support or disabilities

Post 16 learners will be assessed as per the policy summary below:

Transport assistance is available for those pupils above statutory school age if they live more than 3 miles from the school/college attended, if the student is aged 16, 17 or 18 when the course is started, is attending full time **and**:

- the school is either (i) the nearest **school** sixth form or (ii) the nearest **freestanding** Post 16 college (a Further Education/Sixth Form college).

and in addition to provide transport assistance, over the qualifying distances and ages listed above to one of the following:

either

- the nearest freestanding Leicestershire Further Education/Sixth Form college

or

- the nearest Leicestershire school sixth form but to continue providing transport **only** to the catchment school with a sixth form in areas where there have been no changes to catchments or age range since May 2012 (frozen areas) **Note:** Where a student lives in a frozen area they will only be provided transport to the frozen area school sixth form or their nearest school sixth form. Where the nearest school sixth form is not the frozen school sixth form and is in another local authority area e.g. Leicester City, there will be no additional entitlement to any other Leicestershire school.

Transport assistance will only be provided in the form of a grant of £150 per year for those students eligible as in the paragraphs above **and**:

either:

- are from a qualifying low-income family (students entitled to free school meals or whose parents are in receipt of one of the qualifying benefits or their maximum level of Working Tax Credit)

or

- live more than a total of 75 minutes away (one way, measured in the morning) from your qualifying school, measured door to door using public transport (to include bus, train and commercial 'school special services' using published timetables, but not LCC contracted school buses). The journey time includes any walking time (assessed at 4mph) from home to first vehicle collection point, waiting time for connecting services and walking time from last vehicle drop off point to school/college gates. Any assessed journey must allow

arrival time for the normal start time of the school/college and return journeys must be within a reasonable period of time after the normal school/college close time.

Transport assistance is assessed to the nearest campus of schools/colleges with multiple campuses.

See the [Council's full policy for further details](#).

LA support for young people with special educational needs or a disability

The local authority has a discretionary power to provide transport assistance to those over compulsory school age. Provision may be made to students at a subsidised level, with a contribution from the student (an annual charge). The SEN transport charge for eligible students is £660 for 2025/26, with a 50% reduction for low-income families.

Schools

- Travel assistance is provided for Post 16 students with an Education & Health Care Plan (EHCP) who attend a school which has been designated by the LA as the appropriate school that meets the needs of the child or other nearer qualifying school **and** the distance between home and school is more than 3 miles.
- Where the distance to be travelled is less than 3 miles and/or when a student has no EHCP, travel assistance to the nearest qualifying school will be considered taking into account the individual circumstances and the travel needs of children with significant sensory, physical, medical or behavioural difficulties that prevent them from getting to school even when accompanied by a parent/carer.
- Travel assistance sought under the above bullet point, will be considered using supporting written evidence, within the preceding 12 months, from a range of sources, for example, Education or Health professionals, parents and school SENCO, that describes the student as having:
 - long term severely restricted independent mobility, due to a physical disability;
 - long term severely restricted independent mobility due to a medical condition resulting in severe persistent pain and/or extreme fatigue;
 - a sensory impairment resulting in severely restricted mobility;
 - severe behavioural emotional and /or social difficulties in comparison with other children of their age. This may be linked with cognitive ability or be as a result of a specific development disorder.

This is not an exhaustive list and requests will be considered on a case by case basis.

Note: “Long term” describes something that is likely to last for at least a year and in many cases for the rest of the life of the person affected.

FE Colleges

For Post 16 learners at a Further Education College (FE), home to college transport will be provided by the LA for students aged 16-25 who are attending a full-time college course* and meet the following eligibility criteria for transport assistance not extending beyond the academic year in which they are or turn 25 if the student:

- attends a FE/free-standing Sixth Form college more than 3 miles from their home address and that is the nearest college offering the course identified by parents/students (defined by the end qualification(s) in the case of mainstream study or by the course content in the case of SEN courses);

or

- meets the same criteria for statutory age children detailed in Section 3 of the policy.

* A full-time course is defined as one of at least 648 guided learning hours in any 12-month period.

Transport assistance types

Transport assistance for 16-19 year olds is usually provided via a Personal Transport Budget (PTB), which is a monthly advance payment to help parents / carers get their child to school, i.e. not via taxis or Council fleet minibuses. Requests for council-organised transport will be considered via the PTB appeals process on a case by case basis – please see Appendix 1 of this document or our website using the link below.

Students aged 19*-25 years can apply for either a PTB or council-organised transport, as criteria states that transport must be free of charge when deemed necessary by the Council.

* meaning students that are already 19 at the start of the academic year.

See the [Council's full policy for further details](#).

Travel Training

Leicestershire County Council

Leicestershire County Council provides transport assistance to Post 16 students as outlined above, with a Personal Transport Budget (PTB) being the standard method of support. Students can also qualify for council-organised transport following a successful appeal and for which there is a contribution payment applicable (see the policy documents and FAQs for full details).

Independent Travel Training (ITT) is practical help to encourage SEN students to travel independently by public transport, on foot or by bicycle. It is a measure that

can be used to assist with home to school transport and may therefore be a solution for parents who take up a PTB.

The primary expertise and student/parent contact rests with education providers and ITT is something that schools can deliver as part of preparing SEN pupils for independence in adult life where appropriate. Parents should contact their relevant school/college to see if ITT is something they provide.

There are various potential travel options available for disabled people across the county ranging from the commercial and County Council supported bus networks to Community Transport and Demand Responsive Transport etc. The Council will seek to ensure that disabled people are aware of the range of travel options that are available to them and what of these options the Council is able to cost effectively provide within the resources available. Information on the various travel options available can be found at choosehowyoumove.co.uk.

Special Schools

Learners attending one of Leicestershire's Special schools would take part in programmes appropriate to their needs to promote mobility/independence training as part of the normal curriculum.

Individual Colleges

Contact individual colleges at the details shown above.

Trainees and apprenticeships

For students on traineeships or apprenticeships – the learning provider is responsible for ensuring that reasonable expenses are met in full where they are needed to overcome barriers to learning. These may include the cost of travelling to or from the place of learning or work placement. Please contact your learning provider for more information. Students may also be eligible for a bursary (see Bursary Fund section above).

LA support in other circumstances

The Council will support some students with special educational needs or disabilities depending on the individual circumstances of their case, for example:

- Looked after children who have been placed outside Leicestershire and attend a school outside Leicestershire.
- Leicestershire students who normally live in Leicestershire but are in residential care and schooling outside Leicestershire.

Our policy documents (see links above in "LA travel support") give further information or contact us via the contact details at the end of this policy.

Applying for LA travel support

Applications for SEND students should be received online or via the standard application form by 18 May 2025 to ensure transport assistance can be arranged prior to the start of the academic year. Applications received after this date will be processed as quickly as possible, but there is no guarantee that transport assistance will be available for the start of the academic year. Applications need to be made for each year of Post 16 education. [Application forms are available through our website.](#)

or via Customer Services on 0116 3050002.

Application forms for Mainstream students looking to apply for the £150 grant are available on our website from the beginning of July 2025. All applications received online by 15 September 2025 will be eligibility assessed by October half term, with the grant being paid to eligible students by the end of October 2025 providing they are still enrolled and attending college.

<https://www.leicestershire.gov.uk/education-and-children/school-transport/mainstream-school-transport-for-16-to-19-year-olds>

Appeals and complaints

The process to Appeal against a decision or to Complain may be made on behalf of the learner or by the learner in the first instance to the local authority. If learners or their families are not satisfied with the outcome they may then complain to the Local Government & Social Care Ombudsman.

Appeal information is available in Appendix 1 or on our website using the links above.

The Local Government and Social Care Ombudsman

Anyone can take their complaint to the Local Government & Social Care Ombudsman at any stage. However, it is hoped that Leicestershire County Council's Appeals or Complaints procedure will quickly resolve any problems you may have and that you will use those first.

You can [contact the Local Government & Social Care Ombudsman online](#).

Useful contact details

Leicestershire County Council

For students attending mainstream school/college:

Eligibility queries **only**: The best way to make an eligibility enquiry is using the contact form available on the Council's website:

<https://www.leicestershire.gov.uk/education-and-children/school-transport>

You can also contact the Customer Service Centre on 0116 3050002

For learners with SEND:

Eligibility enquiries **only**:

The best way to make an eligibility enquiry is using the contact form available on the Council's website: <https://www.leicestershire.gov.uk/education-and-children/school-transport>

You can also contact the Customer Service Centre on 0116 3050002

For transport provision (queries on types of transport or operational problems):

The best way to report problems is using the contact form available on the Council's website: <https://www.leicestershire.gov.uk/education-and-children/school-transport>

You can also contact the Customer Service Centre on 0116 3050002

For further information about concessionary travel for disabled learners:

The best way to apply or enquire is using the form available on the Council's website: <https://www.leicestershire.gov.uk/roads-and-travel/buses-and-public-transport/apply-for-a-disabled-persons-bus-pass>

You can also contact the Customer Service Centre on 0116 305 0002

If you have any comments on this Statement that would assist in the policy making, please contact us as follows:

Transport Assessments
Passenger Transport Services
Environment & Transport Department
Leicestershire County Council
County Hall
Glenfield
Leicester LE3 8RJ

Tel: 0116 3050002

Department for Education

[Gov UK – Subsidised college transport 16-19](#)

Bus routes and timetable information are available from:



www.traveline.info
0871 200 22 33
calls cost 12p per minute
plus your phone company's access charge

Learner support services

[Gov UK – Residential Support Scheme](#)

Updated May 2025: This information is correct at time of publication but is subject to change. Please check with individual establishments for the most up to date details.

Appendix 1: School Transport Appeal Procedure

1 Background

- 1.1 Leicestershire County Council has adopted a Mainstream Home to School Transport policy ("the Transport Policy") which applies to children and young people in Leicestershire. This appeal procedure also applies to the Special Educational Needs home to school transport policy which sits underneath the Transport Policy.
- 1.2 In accordance with the Transport Policy and the provisions of the Education Act 1996, free and assisted transport is provided for pupils and students as per the main body of this policy.

2 General basis for appeals

- 2.1 Parents/carers have the right of appeal should they be dissatisfied with the service or disagree about the eligibility of their child for home to school transport assistance. Parents may challenge a decision about:
 - Their child's eligibility
 - The transport arrangements offered; but note the separate procedure for Personal Transport Budgets (PTBs) below.
 - The distance measurement in relation to statutory walking distances
 - The distance measurement made to assess the nearest school.
 - The availability of the walking route.

3 Appeals process and timescales

The County Council has a two-stage appeals process as below:

Stage one:

- 3.1 A parent has 20 working days from receipt of the local authority's home to school transport decision to make a written request asking for a review of the decision. Please note that parents may request appeals at any point in the year but we cannot guarantee to meet the timeline below when these are received beyond the 20 working day period mentioned above.
- 3.2 The written request should detail why the parent believes the decision should be reviewed and give details of any personal and/or family circumstances the parent believes should be considered when the decision is reviewed.
- 3.3 Within 20* working days of receipt of the parent's written request a senior officer (the Reviewing Officer) will review the original decision and send/email the parent a detailed written outcome setting out (as appropriate):

- the nature of the decision reached.
- how the review was conducted (including the standard followed).
- information about other departments and/or agencies that were consulted as part of the process.
- what factors were considered.
- the rationale for the decision reached.
- information about escalation to stage two (if appropriate).

Stage two:

- 3.4 The parent has 20 working days from receipt of the County Council's stage one decision to make a written request to escalate the matter to stage two, giving reasons why they feel that the decisions to date are not made in accordance with this policy. Please note that we cannot guarantee to meet the timeline below (3.6) when stage two requests are received beyond the 20 working day period mentioned above.
- 3.5 Within 40* working days of receipt of an escalation request an independent appeal panel will consider written and verbal representations from the parent and officers and gives a detailed written outcome within 10 working days setting out:
- the nature of the decision reached.
 - how the review was conducted (including the standard followed).
 - information about other departments and/or agencies that were consulted as part of the process.
 - what factors were considered.
 - the rationale for the decision reached.
 - information about escalation to the Local Government Ombudsman (see below).
- 3.6 The independent appeal panel members will be independent of the process to date (but are **not** required to be independent of the local authority) and suitably experienced (at the discretion of the local authority), to ensure a balance is achieved between meeting the needs of parents and the local authority, and that road safety requirements are complied with, and no child is placed at unnecessary risk. Note: separate guidance is available to parents attending panel hearings.
- 4 Variations to the above process for the review of PTBs for SEN students (non-compulsory school aged students)**
- 4.1 The timescales* for review will remain the same as in paragraph 3 above.

- 4.2 Parents who disagree with the provision of a PTB or the value of a PTB may ask for a review using a pro-forma (available from the Council) that will allow them to detail the reasons why they feel the PTB is not appropriate to meet the transport needs of their child and/or why the Council's policy has not been followed. This will constitute **Stage one** of the procedure. A written response will be made by a Reviewing Officer.
- 4.3 If the parent disagrees with the outcome of Stage one, they can make a further written submission to be considered at **Stage two**. Stage two will consist of an independent panel who will consider written submissions and, if requested, verbal submissions from both the family and Reviewing Officer. Families who need support with written submissions may wish to use the SENDIASS service.

5 Review of available walking route

- 5.1 Grounds for review request:
- (a) If there is a material change in relation to an existing available walking route which may affect the availability of that route; **or**
 - (b) If there is a new available walking route assessment.

In either case referred to above, a parent/carer or a young person (or a group of parents/carers) may request that the available walking route be reviewed if they are dissatisfied with the assessment undertaken because it has not taken into account the published national guidance relating to route assessment in force at the time.

- 5.2 For the purposes of 5.1(a) above, "a material change" means works (other than temporary works) which have been undertaken since the route was last assessed where those works significantly affect:
- the use of the highway
 - the road layout
 - the footway
 - the traffic volume
 - the speed of traffic.
- 5.3 Any request for a review of the availability of a walking route must be made in writing setting out the material change in question (in the case of an existing route) and why the parents/carers or young person consider that the assessed route is not available. Any supporting evidence relied upon by parents/carers or the young person must be submitted with the review request.

6 General

- 6.1 The decision of the independent appeal panel is binding. There is no further right of appeal or review in relation to the processes set out in 3, 4 and 5 above. A parent/carer or young person may refer the matter to the Local Government Ombudsman, but only if complainants consider that there was a failure to comply with the procedural rules or if there are any other irregularities in the way the appeal was handled. If the complainant considers the decision of the independent panel to be flawed on public law grounds, the complainant may apply for judicial review. Referrals to the Local Government Ombudsman should be submitted to:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Telephone: **0300 061 0614**
Web: lgo.org.uk/contact-us

7 Requesting a Review

- 7.1 Parents/carers or young persons wishing to request a review under this procedure should do so by completing the appeal form available at:

leicestershire.gov.uk/school-transport-appeals

or by contacting:

Transport Assessments Team
Highways and Transport Services
Environment & Transport Department
Leicestershire County Council
County Hall
Glenfield
Leicester
LE3 8RJ

Via the contact form on the Council's website:

- 7.2 Parents/carers are reminded that it is their legal duty to ensure their child's attendance at school. That duty is not affected by any pending appeal procedure.

* The Council will endeavour to meet these timescales, but parents should be aware that, on occasion, especially for more complex cases, that these may not be met.