

School travel assistance for people with special transport needs



This easy read document tells you about school travel assistance for children and young people with special transport needs.



Most children and young people with Special Educational Needs or Disabilities (SEND) do not have special transport needs.



Children and young people with SEND should walk to school, travel on public transport, or be taken to school by their parents or carers if this is possible.

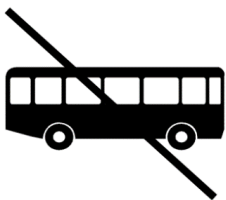


Nottinghamshire Transport and Travel Services (TTS) will decide if your child can have travel assistance is based on medical advice and evidence that you give us.

A child or young person might need travel assistance if they:



- live within walking distance of the school or college but can't walk or travel to school even with a parent or carer helping them.



- Are not able to use public transport with help.



The [Home to School Transport Policy and Post-16 Transport Policy Statement](#) give full details on who can have travel assistance.



To apply for special needs travel assistance please use [our online form](#) or contact our [Customer Service Centre](#).



If the child is under 16, you don't need to reapply for travel assistance every year unless they are changing schools or have moved house.



If the young person is older than 16, you must reapply for travel assistance every year.

If your child is given travel assistance, it will normally be either:



- A Direct Travel Assistance Payment (DTAP)



- Parental mileage allowance



- An Under-16 Travel Pass



- Special or medical transport



Travel assistance will be reviewed as children's needs can change. They can become more independent if they can learn new skills.



If you lose or damage your travel pass you can get a new one by contacting our [Customer Service Centre](#) or completing one of two online forms.



- [Under 16 travel pass form](#)



- [Post 16 travel pass form](#)



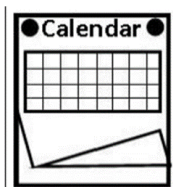
There is a fee of £11 for replacing lost passes.



You will have to [create or login to your Nottinghamshire County Council online account](#) before you can use the online forms.

If you have any problems with the online forms you can [contact our Customer Service Centre](#).

10 working days



When you have paid for your new travel pass, we will post it to you within 10 working days.



You can find more information about travel assistance on our [SEND Local Offer](#) webpages.



We have a separate [easy read document which explains the SEND Local Offer](#).



If you have received a letter from us saying that your child has not been given free home to school travel, you can ask for a review by [completing an online form](#).

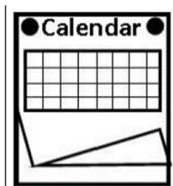


We will review the walking distance, safety of the route, travel arrangements and a child's eligibility.



You should read the [information about the review criteria](#) before asking for a review.

20 working days



We will review your request within 20 working days.

Independent Travel training programme



The council runs an Independent Travel training programme to help people to travel without special transport.



All pupils will do Independent Travel training, unless they are probably not going to be helped by the training.



Children and young people who have finished the training will be helped to travel to school or college by themselves. They will not be given special transport unless their needs change.



You can find out more about Independent Travel training (ITT) for children and young people by [visiting the ITT webpage](#).



You can contact them by:

Phone: 0300 500 80 80

Email: itt@nottsgov.uk.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).





Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

Home to school transport policy

nottinghamshire.gov.uk/education/travel-to-schools/special-transport-needs

Apply for special transport needs assistance

nottinghamshire.gov.uk/sentravelform

Apply for a new or replacement travel pass

nottinghamshire.gov.uk/u16travelpass

Nottinghamshire County Council: online account

nottinghamshire.gov.uk/create-account

SEND Local Offer – travel assistance

nottshelpyourself.org.uk/kb5/nottinghamshire/directory/landing.page?newdirectorychannel=9-4&lboolean=1

What is the SEND Local Offer: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/what-is-the-send-local-offer

Request a review of free school travel decision – online form

nottinghamshire.gov.uk/schooltravelreview

Information about the review criteria

nottinghamshire.gov.uk/education/travel-to-schools/how-to-request-a-review/how-should-i-submit-my-request-for-a-review

Independent Travel training programme

nottinghamshire.gov.uk/transport/public-transport/independent-travel-training

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Travel assistance for children and young people with special transport needs \(Nottinghamshire County Council\)](#)

nottinghamshire.gov.uk/education/travel-to-schools/special-transport-needs

This easy read was first published 19 June 2025

This information was last updated 19 June 2025