



City of
Stoke-on-Trent

Post-16 Transport Policy Statement 2024-25

Transport policy statement for young people aged 16-18 in further education, continuing learners aged 19 and those young people aged 19-24 (inclusive) with learning difficulties and/or disabilities.

Table of Contents

	Page
Introduction	4
Aims and objectives	4
Transport and travel support	5
Walking, cycling or scooting to school or college	5
Concessionary tickets for young people 16-25 from public transport providers	5
Stoke-on-Trent Smart ticket	6
The Knot ticket	6
Concessionary bus pass	6
Train travel	6
Travel support from schools and colleges	6
The 16-19 Bursary Fund	7
Young Parents/Care to Learn	7
The Residential Support Scheme	8
Residential Bursary Fund	8
Apprenticeships	8
Those not in education, employment or training (NEET)	8
Local Authority support for 16+ students with special educational needs or a disability	8
Personal Travel Assistance Budgets	9
Financial contributions	10
Local Authority support for students with special educational needs or a disability starting a new course over the age of 19	10
Local Authority support for students boarding away from home	14
Local Authority support in other circumstances	15
Applying for Local Authority transport support	15
Appeals and Complaints	16
Useful Contacts	18

Introduction

Local authorities 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 necessary to make, to facilitate the attendance of all persons of sixth form age receiving education or training.

'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).

Please note the Raising of the Participation Age has not created any new entitlement to free or subsidised post-16 travel support – students are not required just to stay at school or college but can work, volunteer, or take part in an apprenticeship whilst continuing their education.

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 statement specifies the support that Stoke-on-Trent City 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 policy statement aims to provide information regarding the transport support available for young people in the age groups stated above who are resident in Stoke-on-Trent and are accessing post 16 education and training in the academic year 2024/25. This is intended to encourage participation by removing transport as a barrier to learning.

The information within this statement is accurate at the time of publication.

Transport and travel support

Always check all your travel options and consider your journey to and from school or college when choosing where to attend.

Most students walk or make their own travel arrangements using public transport. For help with planning a journey visit the [Traveline website](#) or contact Traveline

on [0871 200 2233](tel:08712002233) (you will be charged for this call). For details of you nearest bus stop and routes see [our bus travel pages](#). Some schools and colleges also operate their own transport – contact them directly for information.

Free travel assistance provided by the Council is limited to statutory school age children and young people; therefore, no assistance is given for a young person attending school sixth forms (years 12 and 13) and Colleges of Further Education.

The Council may consider the direct provision of travel assistance for 16+ students with an Education, Health and Care Plan attending school, college or work-based learning if the students' needs are such that it inhibits their ability to walk to and from their place of learning or they are unable to access public transport (see 'Local Authority support for 16+ students with special educational needs or a disability').

The Council does not make any general arrangements for free transport or the payment of any travelling expenses for adults under section 508F of the Education Act 1996 as it considers that these are unnecessary for the vast majority of adults. The Council may support those with an Education, Health and Care Plan until the age of 25 who meet the eligibility criteria.

Walking, cycling or scooting to school or college

Children and young people who walk, cycle, or scoot to school show higher performance, better concentration, increased well-being and self-esteem. They're also exposed to less pollution than travelling by car.

The Council is committed to reducing traffic congestion, improving road safety and reducing the environmental impact of vehicle journeys by promoting alternative forms of travel, such as walking, cycling and use of integrated public transport. The Council works closely with post-16 education providers to develop Travel Plans that help to achieve this aim wherever possible.

Concessionary tickets for young people 16-25 from public transport providers

Bus companies offer their own passes at competitive prices which may be your cheapest option. To find and buy the public bus ticketing option that best meets your needs please contact [bus operators](#) in your area directly.

Stoke-on-Trent Smart ticket

Information correct as at 09 January 2024 - [The Smart multi-operator bus ticket](#) allows you to travel on buses provided by different operators across Stoke and parts of north Staffordshire with just one ticket.

Smart tickets cannot be used to travel to or from areas outside of the boundary of the scheme, but you can use it to travel up to the boundary and pay the additional fare to your final destination.

The age eligibility for young person's fares has been raised to include 18 years old and younger. Daily, weekly, monthly, three-month and annual tickets are available.

The Knot ticket

[The Knot ticket](#) can be used on buses operated by Arriva, First, Select, Diamond Buses, D&G/Chaserider and National Express/Travel West Midlands. This covers around 90% of the Staffordshire bus network and allows unlimited travel all day for £7 on any of those operator's buses within the specified area. For more information contact the bus company directly.

Concessionary bus pass

People with certain disabilities are eligible for a bus pass which provides free public bus travel. Please visit the [free bus pass](#) webpage. Anyone who is eligible for a bus pass but who cannot travel unassisted may also be able to get a 'companion pass'. This will allow their carer to travel free with them.

Train travel

If you're aged 16 or 17, you can get 50% off standard Anytime, Off-Peak, Advance and Season tickets – as many times as you like. A 16-17 Saver railcard is just £30 and is valid for one year or until your eighteenth birthday, whichever comes first. For more information visit the [16-17 railcard saver webpage](#).

If you're aged 16-25, you can save 1/3 on your rail fares. A 16-25 Railcard is just £30 and is valid for one year, or a 3-year Railcard is even better value at £70. For more information visit the [16-25 railcard webpage](#).

Travel support from schools and colleges

Schools and colleges may also offer their own transport arrangements, financial concessions or other support. For up-to-date information, prices and application forms, contact the school or college directly.

The 16-19 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. A bursary is money that you, or your education provider, can use to pay for things like:

- Clothing, books and other equipment for your course
- Transport and lunch on days you study or train

There are 2 types of 16 to 19 bursaries (information correct as at 09/1/23):

1. A **vulnerable bursary** for young people in one of the defined vulnerable categories below:

- You're in or your recently left local authority care
- You get Income Support or Universal Credit because you're financially supporting yourself
- You get Personal Independence Payment (PIP) in your name and either ESA or Universal Credit

The amount you may get depends on the costs you have and what you need for your course. This might include money for books, equipment or travel costs to school or college.

2. A **discretionary bursary**: You could get a discretionary bursary if you need financial help but do not qualify for a bursary for students in vulnerable groups. Your education or training provider decides how much you get and what it's used for. Your provider will decide how you get your bursary. You might get an instalment paid by cash, cheque or bank transfer or things like a travel pass, free meals or books. Some providers also offer one-off payments to cover study trips or travel for university interviews.

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

If you are 19 and over, you could also get a discretionary bursary if you either:

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

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

The Residential Support Scheme

Whilst not assisting with transport costs the [Residential Support Scheme](#) does provide financial support with accommodation costs for some students (aged between 16 and 19) who need to live away from home to study because their course is not available locally.

Residential Bursary Fund

You may be able to get a bursary towards the cost of accommodation from some specialist residential colleges under the [Residential Bursary Fund](#). The college will check if you are entitled, and if so, decide how much you will get.

Apprenticeships

The Council does not offer any specific travel assistance for apprenticeship or traineeship students. Please contact your learning provider or work placement for more information on availability of transport options. Young people on an

apprenticeship are still entitled to discounts on bus fares up to the age of 18 (see 'Concessionary tickets for young people 16 – 25 from public transport providers').

Those not in education, employment or training (NEET)

No specific arrangements are made directly by the Council for students who are NEET. [Local bus companies](#) offer a range of passes and should be contacted directly for further information.

Local Authority support for 16+ students with special educational needs or a disability

SEN students who are transferring onto further education and have an Education Health Care (EHC) Plan, should in the first instance, contact their student services team at their educational establishment to find out what support is available.

The Council may consider the direct provision of travel assistance if the students' needs are such that it inhibits their ability to walk to and from their place of learning or they are unable to access public transport. Parents or carers can apply for travel assistance through the Council by contacting SENMAS who will consider the application in accordance with Stoke-on-Trent City Council's Travel Assistance policy.

SEN learners, like mainstream learners will need to attend their nearest school or college offering the learning of courses required in order to be eligible to receive travel assistance.

The Council will assess the young person's application and if they are considered to have exceptional need and therefore eligible to receive travel assistance, there are several options that can be considered including:

1. Independent Travel Training (with the school/college's recommendation and the parent's approval)
2. A Personal Travel Assistance Budget.
3. Provision of a space on designated transport for the school/college.
4. A bus pass or concessionary pass

If travel assistance is provided it must be reapplied for every year and the application must be made by May to start in the next academic year.

If you are unable to apply before the end to May as a decision on placement has not been made you should request travel assistance as soon as you can once the placement decision has been made.

A contribution towards travel assistance may be required.

Personal Travel Assistance Budgets

A Personal Travel Assistance Budget (PTAB) is money to help you get your child to school or college. You may be eligible for a PTAB for children with an EHC Plan and who have also been assessed as eligible to receive home to school travel

assistance. It is granted at the discretion of the Council, and will therefore not automatically be given.

The PTAB is a payment designed to help parents make any arrangements needed, and can be used in any way to facilitate their child's access to school or college. It is usually paid pro-rata over 11 months directly in to a parent's bank account. It is based on the distance between your home and your child's school or college and bears no relationship to the cost of a taxi or hired vehicle.

The Council reserves the right to withdraw payment of a PTAB where the attendance of the child at school or college is not satisfactory, or where they have reason to believe that the funding is not being utilised to facilitate the child's attendance.

Financial contributions

If a young person over statutory school age is provided with travel assistance a contribution towards the cost of the transport may be required. This includes if travel assistance is provided by way of a personal travel budget, unless the young person is likely to qualify for free transport under the adult transport duty when post 19+.

The contribution does not cover the full cost of the transport assistance provided.

The charge will be £1,000.00 annually unless the family receives income related benefits (details of the benefits can be found on the Local Offer), in which case a 50% discount will apply and the charge will be £500.00. The financial contribution can be paid in up to eight monthly instalments.

Schools and colleges have discretionary bursary funds and may be able to assist. You will need to discuss this directly with your child's school or college.

The Council has the discretion to waive the financial contribution charge if exceptional circumstances apply that would make application of the charge inappropriate. As a discount for low income is applied and there is the option to pay by instalments it is unlikely that low income alone would be considered exceptional.

In the event of long-term sickness school absence meaning that transport for which a financial contribution is charged is not going to be used parents should contact the transport team to discuss their options in regard to the charge. The absence would need to be expected to be of at least 4 weeks consecutive duration (not including school holidays) and supported by medical evidence which verifies why school attendance would not be possible during this time.

Financial contributions towards transport arranged part way through a school year would be charged for accordingly.

Local Authority support for students with special educational needs or a disability starting a new course over the age of 19

- You may make an application for travel assistance if you have an address in Stoke-on-Trent as your principal residence and you satisfy all of the following criteria;
- Are aged 19 to 25 when the academic year for the course starts
- Have an EHC plan or SEND
- Are starting a new course for a higher-level qualification than you have studied before
- Attending a full-time course (3 full days or more per week)
- Attend the nearest suitable school, college or training provider that offers the qualification or course
- Live more than 3 miles away from the education provider, or are unable to travel this distance because of your SEND (you will need to provide evidence of this)
- Attend college during the normal school or college day during term time only

- Are unable to travel to school or college without help and no support is available from people in your household, other family members or a personal assistant (if you have one)

You must complete the travel assessment application form to apply for travel assistance. This should be completed and submitted before the end of May for courses to start in the next academic year unless exceptional circumstances apply.

Your application for travel assistance will be assessed and we will contact you within 4 weeks to let you know if travel assistance will be provided. If we provide you with travel assistance there shall be no charge.

If you do not qualify for free travel assistance you or your parent will need to arrange your own transport.

Additional terms and conditions of support:

1. The Stoke-on-Trent Post 16 travel assistance scheme is for students who are resident in Stoke-on-Trent only. Students living outside of Stoke-on-Trent should approach their own local council.
2. The course must be funded by the Council– transport support is not given to students paying fees for their tuition or attending a course as part of a paid apprenticeship.
3. Students must be studying full-time (16 hours or more timetabled sessions per week) - [the course can be at entry level or at level 1, 2, or 3](#). Travel assistance is not given to higher education courses (level 4 and above, such as Foundation Degrees or Higher National Diplomas).
4. If the nearest suitable learning provider offering the course is in another local authority area, then students will still qualify for assistance providing all other entitlement criteria are met.
5. When considering if a course is available, we take into account – the end qualification awarded, not the individual units taken; the learning provider having a place available to offer to you on that course; you meet the entry requirements demanded by that provider; that the location meets any requirements you have as a result of any learning difficulty or disability you may have.
6. Students who reach the age of 19 whilst continuing a course remain eligible until the end of the academic year for transport support (Local Authority support for students with special educational needs or a disability starting a new course over the age of 19).
7. Suitability of transport will be determined by us – this will be based upon balancing reasonable costs and reasonable travel/waiting times and enables you to access your learning place during school/college days at their general start/finish times. This could mean that you may not receive transport assistance for the quickest or most convenient transport.
8. The contribution rate is fixed regardless of the number of days travelling, the distance travelled or cost to the Council.

9. The need for specialised transport and the type of transport required due to an inability to walk or use public transport (even if accompanied) will be based upon information obtained from the school, college, or Education, Health and Care Plan and any other appropriate professional(s).
10. Students using the scheme are expected to make their own way to the nearest pick up point/bus stop/train station up to 1 mile away from the home address or destination if required (this requirement may be waived due to a student's learning difficulty or disability).
11. Any public bus pass issued under this scheme will provide travel at a minimum during term time only between home and your place of learning.
12. Travel assistance is not given to attend work placements or work experience.
13. We will provide transport to your registered base only, to enable attendance for the general start/finish times of the academic day. Transport to other sites or work placements is not covered by this scheme. Transport to your registered base outside standard hours to attend activities that are not essential to passing your course is not covered by this scheme.
14. Any travel pass issued under the scheme remains the property of Stoke-on-Trent City Council and must be returned if a student leaves school or college. Should you lose your pass a charge will be made for a replacement.
15. Please be aware should payment not be made per your agreed payment method (in full, termly or instalments), transport support will be withdrawn following a notice period, and the same payment method will not be offered the following year.
16. Unacceptable behaviour such as fighting, bullying or foul language whilst using the transport may result in the pass being withdrawn. Parents will be held responsible for any damage caused and may be charged for it.
17. It can take up to 20 working days for the pass to be issued. Claims for payment of travel costs before 20 working days after receipt of your payment and photographs where applicable will not be accepted. No backdated claims for payment will be accepted. If a travel allowance/budget is being paid, we will confirm to you in writing the date that payment will commence.
18. However long your course is, you must make a new application for transport assistance each year.
19. You must notify the Authority if you change address or your course of study.
20. Young people carrying on their education post 16 must reapply for travel support, even if they received it in the previous academic year.
21. Receipt of travel assistance in previous years does not guarantee any assistance post 16.

The following applies for students with special educational needs or a disability in addition to the general terms and conditions –

- Have their nineteenth birthday on or after 1 September 2024 or continuing a course begun before the day of their nineteenth birthday and
- Their learning difficulty or disability prevents them from walking to school or college or from using public transport, even if accompanied (the parent/carer is responsible for making any necessary arrangements for this) and

- The student is attending the Local Authority defined nearest suitable school, college or Local Authority funded training provider offering the course as specified and named in the Education, Health and Care Plan, regardless of the distance to travel. Should you have any query regarding the establishment named within the EHCP, please contact your Key Worker.
- If a student is eligible for support, in return for a contribution of £746 (or £589 for low-income students) suitable travel assistance will be provided, including the provision of a Passenger Assistant if necessary. A low income is where the student or their parent is in receipt of a benefit that leads to the receipt of free school meals or where the family receive the maximum amount of working tax credit ('deduction due to income' will be 0.00 on your tax credit award notice). We may decide to provide travel assistance through the offer of a personal travel budget and the student/family will be responsible for making their own travel arrangements.

In addition to the conditions for students with an EHCP under the age of 19, the following also applies to students with an Education, Health and Care Plan beginning a new course over the age of 19 and under the age of 25. An assessment will be made as to why it is necessary for the council to make travel arrangements. The decision is based upon information provided by the parent/carer and previously provided within any Social Care and Health Assessment or Education, Health and Care Plan. We will consider, amongst other things –

- What other arrangements you have considered or tried and why they are not suitable.
- If there is a family member/carer who is able to transport the student and why it would not be a reasonable arrangement to make.
- If the student is in receipt of higher mobility component of the Personal Independence Payment or Disability Living Allowance, the purpose of which is to assist those who have mobility problems, with severe difficulty walking or who need help getting around outside. We would normally expect this benefit to be fully utilised and if there are any factors limiting its' use you should provide details of them.
- If there is a 'Motability' vehicle which the student may or may not be driver. If a decision has been made to not use the 'Motability' vehicle to support the student to reach their education placement, we would normally expect the carer/student to make their own appropriate alternative arrangements or provide details as to why that is not possible/reasonable.
- Any other exceptional circumstances that you consider need to be taken into account and consider any supporting evidence that you provide.
- Please note that we would not generally consider work or childcare commitments on their own as an exceptional reason for travel assistance to be provided.
- Should it be deemed necessary for the authority to arrange a vehicle for travel assistance support there will be no charge to the student. However, if support agreed is via the payment of a mileage allowance or personal travel budget, a

contribution is required towards the cost at the same rate as for those under the age of 19.

What is a new course and what is a continuing course?

Our definition of a new course is one where the named qualification, learning aims, outcomes, unit/course code or title of the course differ to the previous year. For example, an A level in maths delivered over 2 years (the qualification being awarded only at the end of completion of the second year) is considered a continuing course.

Where a student follows a programme of study such as a level 1 course the first year, and progresses on to the level 2 the next, or completes a series of courses where the outcomes differ each year and there is no requirement to progress to the second or further years to successfully complete each year, this is not considered a continuing course.

Local Authority support for students boarding away from home

Travel assistance may be available under the Stoke-on-Trent Post 16 travel assistance scheme if there are special reasons why it should be necessary to attend and board at a learning establishment further away from home. For eligible students we will offer travel assistance between your home address and your accommodation general location on the same basis as to which the placement funding has been agreed (e.g. termly boarding, weekly boarding, 38-week placement) providing all other entitlement criteria are met.

Local Authority support in other circumstances

Applications can be made for travel assistance outside the policy, based upon individual, exceptional circumstances. Should you wish to apply on this basis, please make an application using the online form and provide full details of –

- What you consider are your exceptional individual circumstances and why you consider those circumstances require assistance from the City Council;
- Why you or your parents/carers are not able to make your own travel arrangements;
- All other relevant supporting information you wish to be considered to make your case (for example the rural nature of your home address and how this affects your journey, supporting medical evidence for those seeking support due to medical needs).

Please note, all in cases we do not generally consider work, other childcare commitments, or parental convenience as an exceptional reason alone to provide assistance. We also generally do not provide assistance if the learning provider is less than 3 miles and more than 15 miles from the home address (the distance will be measured by Stoke-on-Trent City Council using the shortest driving route avoid toll roads using Google maps). The upper and lower distance criteria may be varied due to the needs of the student's learning difficulties or disability.

Applying for LA transport support

Students who wish to apply for travel assistance from Stoke-on-Trent City Council must make an application each year. Details of how and when to apply will be available from [our website](#).

Appeals and Complaints

Complaints

If you are dissatisfied with a decision you may make a complaint which references the decision with which you are dissatisfied and why. For example, you may feel that you have not been treated fairly, that you have had to wait an unacceptable amount of time for a response or decision, or that information we have given to you is not correct.

If something has gone wrong we would welcome the opportunity to work with you and any other parties involved to understand what happened and what can be changed within limits of policy and statutory duty to improve practice in the future.

Making a complaint

If you feel that we have given you a poor service we ask that you tell the member of staff or their manager as this can be the quickest way to fix the problem and to learn from it. This won't be recorded as a formal complaint unless you let us know that you would like it to be treated as one. You can find more information on making a complaint [here](#)

Stage One

You can make a complaint in person, by phone, by email or by completing the online form. We recommend making a complaint by email or completing the online form because it provides a written record

We will acknowledge that we have received your complaint within 2 working days and tell you who will be looking in to your complaint.

We aim to respond to all complaints within 10 working days. If your complaint is complicated we may need to take longer to respond but we will let you know when we will be able to respond.

Stage Two

If you are not happy with the response to your complaint you can request that an officer, who shall not have been directly connected with the original decision or dealt with the complaint, investigate. You need to request this within 10 working days of receiving our response to the Stage One complaint and must do so in writing. You will need to tell us why you are unhappy with the response received and what outcome you would like from your complaint.

Stage Two reviews will be carried out by a Complaint Investigation Officer with a Senior Manager not involved in the original complaint.

We will acknowledge your complaint within 2 working days and respond within 20 working days.

Appeal

In the case of an appeal you may be happy with how you have been treated and engaged with but you feel that the wrong decision has been made and you would like us to look at it again.

If you want to make an appeal about a decision made regarding your child's home to school travel assistance you need to do so within 20 working days of the decision and / or the method of travel assistance that will be provided.

When you complete the appeals form please tell us why you are dissatisfied with the decision and provide any additional information that may not have been considered when the original decision was made.

If as part of your stage 2 appeal you would like to attend the appeal meeting to tell us about the circumstances and grounds for your appeal please let us know so that we can arrange for you to do so.

Reasons for Appealing:

- The eligibility decision is incorrect
- The method of travel assistance offered is not appropriate
- A decision to withdraw travel assistance is incorrect

There is a two-stage process for considering Appeals.

Stage One: Review by Officer

This appeal stage investigates whether the original decision was made correctly considering all the information provided and also considers any additional information provided as part of the stage one appeal.

The appeal will be considered by an officer who was not involved in the original decision and overseen by a manager who also was not involved in the original decision

We have 20 working days to consider the Stage One Appeal.

Once considered we will write to you and let you know

- What decision has been made about eligibility and travel assistance type, and the next steps if your appeal has been successful
- Any other departments or agencies that were involved in the decision
- Why we have made the decision
- The factors we considered in making the decision
- How we made the decision
- What to do if you are not happy with the decision (Stage Two)

Stage Two: Review by an independent appeal panel

You have 20 working days from being contacted with the outcome of your Stage One appeal to make a Stage Two application. You must request that your appeal moves to Stage Two in writing.

The officers who carry out the review will not have been involved in the original decision or in the Stage One Appeal. They will still be officers from Stoke-on-Trent City Council and will have the relevant knowledge and experience to understand the information presented and the impact of their decision. At least one officer involved in the review must be a Strategic Manager or senior, and a minimum of two officers must be involved in the review.

We have 40 working days from when we receive your written notification to consider the Stage Two Appeal.

Once considered we will write to you and let you know

- What decision has been made about eligibility and travel assistance type, and the next steps if your appeal has been successful.
- What we considered when making the decision.
- The departments or agencies that were involved in the decision.
- Why we have made the decision.
- How we made the decision.
- What to do if you are still dissatisfied with the decision (Local Government Ombudsman).

Local Government Ombudsman

You have the right to take your complaint to the Local Government Ombudsman if you think that a decision has not been made following the correct process or if you think that we have not managed your appeal correctly.

If you think that we have not complied with the law in respect of the decision, the manner in which a decision was made or any aspect of the appeal process you may apply to have a Judicial Review.

Useful Contacts

Websites for information and bus tickets:

<https://www.stoke.gov.uk>

<http://www.travelinmidlands.co.uk>

<https://www.firstgroup.com/potteries>

<http://www.dgbus.co.uk>

Special Educational Needs and Disabilities Information and Support Service (SENDIASS)

SENDIASS provides confidential, impartial, free, high quality information, advice and support to children and young people with Special Educational Needs (SEN); children and young people with disabilities; and their parents.

SENDIASS
Pinewood Crescent

Meir
Stoke-on-Trent
ST3 6HZ

Tel: **(01782) 234701 or 234847**

Email: iass@stoke.gov.uk

Website: www.sendiass-stoke.co.uk

The SEND Information Advice and Support Service Helpline is available: Monday - Friday: 10am to 3pm. An answerphone service is available outside of these hours.

Admissions

Tel: **(01782) 234598**

Email: admissions@stoke.gov.uk

SEN Monitoring & Assessment (SENMAS)

Tel: **(01782) 231863**

Email: SENMAS@stoke.gov.uk

Safe and Sustainable Transport

Tel: **(01782) 232066**

Email: tracs.sp@stoke.gov.uk

Stoke-on-Trent City Council:

Civic Centre
Glebe Street
Stoke-on-Trent
ST4 1HH

Website: <https://www.stoke.gov.uk>

Local Offer: <http://localoffer>

All information within the Local Offer section is here to support families of children and Young People with Special Educational Needs and/or a Disability (SEND).