



BEDFORD
BOROUGH COUNCIL

SEND Post 16 Transport – Terms & Conditions

Types of travel assistance

There are two types of support the Council can provide. We have a duty to offer travel assistance in line with the most efficient use of our available resources. This means a young person may be offered a different type of support this year than they have received before now.

1. Personal travel budget (PTB)

A PTB will be awarded where an eligible young person where any of the following criteria apply:

- Has a placement that is outside of the Local Authority area
- Would require a single occupancy route due to the young person's needs or behaviour
- Has a timetable that restricts the ability to access shared transport.
- There is no existing shared transport available.

2. Commissioned transport

If a young person is attending a local Special School or Provision, a seat on existing shared transport service may be offered. This is likely to be where the young person is attending a school that also educates statutory school age children.

Transport fees

Where it is determined commissioned transport can be awarded, under the SEND 'Post Statutory School Age' Transport Policy, this is usually chargeable. The full annual fee for the 2025/26 academic year is £476.00.

An application can be assessed for a reduced annual fee of £229.00, if parent(s)/carer(s) or the applicant receive any of the following:

1. Income Support.
2. Income Based Jobseekers Allowance.
3. Support from the National Asylum Support Service.
4. Guaranteed Element of State Pension Credit.
5. Child Tax Credit (provided that you are not entitled to Working Tax Credit and annual income does not exceed £16,190).
6. Universal Credit - if you apply on or after 1 April 2018 your household income must be less than £7,400 a year (after tax and not including any benefits you get)
7. Maximum rate of Working Tax Credit.

If parent(s)/carer(s) or the applicant are in receipt of any of the benefits numbered 1 to 6 above, the relevant section on the application form must be completed to enable us to check eligibility for the reduction in the fee.

Parent(s)/carer(s) or applicants in receipt of benefit number '7 - the maximum rate of working tax credit', must also send us all pages of the latest award letter for the 2025/26 financial year with the application.

If the Council deems it necessary to make travel arrangements for young people, starting a new course of learning, aged 19 or over these arrangements are under the adult duty and any transport will be free of charge.

Where a PTB is awarded, we will not deduct an annual subsidised charge from the banded payment.

Once an application has been assessed, we will send a letter or email to advise if the application is approved, what travel assistance will be offered, and how much transport will cost.

Things to note

- Bedford Borough Council does not guarantee that this scheme is the cheapest method of travel assistance and applicants are advised to make their own investigations prior to applying for transport.
- If the applicant moves house or ceases to be a full time student, it must report this in writing to us immediately.
- Commissioned transport will only be provided at the beginning and end of the standard school day; specific timetables or exam timetables will not be accommodated.

'Opting in' for Post 16 transport

When an application is approved, parents(s)/carer(s) or applicants must 'opt in' before travel assistance will be arranged.

The transport approval letter will advise applicants how to email or telephone our Specialist Client Transport Team to accept the offer transport.

Where a payment towards commissioned transport is applicable, applicants will also receive information on making payments and Direct Debits

Payments

- Do not send any payment with your application form.

- If the application is approved, we will write to advise of any cost and payment information.
- Where applicable, applicants will be sent an invoice for the full annual fee for the academic year and payment options will be detailed on the invoice.
- Applicants can make the full payment or contact the Debtors Team to request a monthly payment plan
- A Direct Debit (DD) can be set up. A hard copy DD, signed by the person responsible for paying, will be needed. This will be sent to you if the application is approved.
- The annual fee will usually be calculated in 10 equal monthly instalments October – July inclusive.
- If starting transport at any time after the start of the academic year, the fee will be calculated over the remaining months to July.
- If there are queries relating to the invoice or customer's account, the Debtors Team can be contacted on 01234 718071

PTB payments

- Where a PTB is offered, we will write to you confirming the banded payment and provide you with full terms and conditions.
- A PTB can be used in many ways, providing it is supporting the applicant to get to and from their education placement
- The Council reserves the right to put on hold or withdraw a PTB if it is determined it is being misused.
- The Council will charge a replacement fee for lost pre-payment cards

Cancelling transport

If transport is no longer needed, applicants must formally cancel the arrangements in writing or applicants will remain liable for costs.

Cancellation notices must be sent to:

Transport Operations Group, Bedford Borough Council, Borough Hall, Cauldwell Street, MK42 9AP or by email to client.transport@bedford.gov.uk

IMPORTANT NOTICE: Please be advised, where a PTB has been issued, the pre-payment card must be returned.

Where commissioned transport is provided, please do not cancel your payment arrangements until we have confirmed that the customer account is up to date.

If you are unsure of how much remains on the account, please contact the Debtors Team to enquire on 01234 718071. Where applicable, a pro-rata credit or refund (by the month) will be provided.

Payment defaults for commissioned transport

Should the applicant default on a payment, Bedford Borough Council reserves the right to immediately withdraw any Transport Provision.

Bedford Borough Council will take legal steps to recover any monies owed to it, due to unpaid fees.

If parent(s)/carer(s) or applicants are having difficulties making payments, please contact the Debtors Team as soon as possible. The Debtors Team on (01234) 718071, they can discuss options to implement a payment plan to help better manage outstanding payments.