



Parent/Guardian

-  travelassistance@telford.gov.uk
-  [telford.gov.uk /highways](http://telford.gov.uk/highways)
-  [facebook.com /TelfordWrekin](https://facebook.com/TelfordWrekin)
-  [twitter.com /TelfordWrekin](https://twitter.com/TelfordWrekin)
-  01952 384545

Date: 21/08/2023

Our ref:

Your ref:

Dear Parent/Guardian,

Travel assistance for children at school

Where pupils are eligible for travel assistance they can apply to the Council's travel assistance team for support. Schools are not responsible for determining if a child is eligible or making those arrangements when an application for travel assistance is approved. All decisions are made directly by the Council. To check if a child is eligible please refer to Telford and Wrekin Council's [school travel assistance policy](#).

For those children that have already applied, or were already in receipt of travel assistance in previous years and continue to be eligible for assistance, they will have been provided with information about their travel assistance from September 2023.

For those that have been provided with a bus pass, parents/carers should have received a letter from the Council with information on the routes and timetable of the bus your child can use to get them to/from school and detail about how to collect bus passes from our offices.

If you have not received that information or you wish to discuss your child's travel arrangements further then please contact the Council's Travel Assistance Team by calling 01952 384545 or email travelassistance@telford.gov.uk Given schools are not involved in providing travel assistance they are unable to resolve issues relating to a child's travel assistance.

Yours sincerely

Travel Assistance Team

