

# Cheshire West & Chester Council

Address: Cheshire West and Chester Council,  
The Portal, Wellington Road, Ellesmere Port,  
CH65 0BA

Dear Parent/Carer,

You are receiving this letter because your child currently receives home-to-school travel assistance from Cheshire West and Chester Council. This could be in the form of a bus pass for a school or commercial service, or a contracted vehicle, with or without a Passenger Assistant.

The Council has reviewed its home to school transport routes to make sure they are as efficient as possible. This will help to ensure that passengers are not travelling for longer than necessary (within published guidelines), reducing environmental impact and enabling residents to become more independent.

As part of this review, some of the home to school transport routes will change to make them more efficient. Your child's travel arrangements may or may not change, but we have been working closely with the Cheshire West and Chester Parent Carer Forum who agreed that all parents/carers should be made aware of these changes.

Any changes will take effect at the start of the new academic year in September 2025. Before making any changes, our team will work closely with schools and colleges to ensure that any new travel arrangements will still meet the individual needs of the children.

As a result of the review, the vehicle, driver, or Passenger Assistant that currently transports or supports your child on the journey to school may change. You should expect to receive confirmation of your child's travel arrangements for the next academic year by the end of July 2025.

This will allow time for operators to arrange meet and greets with families. These meetings are the perfect opportunity to give the driver and Passenger Assistant information about your child's individual needs so they can support them to travel to school safely and comfortably. The Council understands how important the meet and greets are and have amended our policy to ensure that they take place.

If your child is in college, please remember to submit your application for travel assistance by 30 June 2025, and you should expect to receive confirmation of your child's travel arrangements by the end of August 2025.



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and Chester

We understand you may have questions about these changes and how they might impact your child. However, we will not have details of individual transport arrangements until the review is complete. Please be assured that we will contact you as soon as we have this information. Your child's arrangement may not change.

We understand that the prospect of changes to transport arrangements can be a concern for families. The Council is committed to keeping you informed in line with the timescales outlined above.

If you have any questions, please see the Q&As (Questions & Answers) on our website: <https://www.cheshirewestandchester.gov.uk/SENDTransportChanges>.

If you still have questions, you can contact us at [targetedtransport@cheshirewestandchester.gov.uk](mailto:targetedtransport@cheshirewestandchester.gov.uk) and we will aim to respond within 10 working days.

With regards,  
Cheshire West and Chester Council's Transport Commissioning Service



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