

Reference: FOI 874175793

Thank you for your request for information, which was received by Achieving for Children (AfC) on 15/09/2026. Your request has been considered under the Freedom of Information Act 2000 (FOIA). This response covers Kingston upon Thames.

The Request

I am writing to request information under the Freedom of Information Act 2000 regarding SEND travel assistance for children and young people for whom the Royal Borough of Kingston upon Thames is responsible, including where the service is administered or delivered through Achieving for Children.

Please provide the following information for the academic years 2023/24, 2024/25, 2025/26 and 2026/27 year-to-date, broken down by academic year where possible.

1. Applications and decisions

Please provide:

Total number of applications for SEND travel assistance.

Number approved.

Number partially approved, if this category is recorded.

Number refused.

Number still awaiting an initial decision at the beginning of the September school/college term.

Average time between receipt of an application and the initial decision, if this information is held.

Number of applicants who received their decision after the start of the September school/college term.

Where possible, please break these figures down between under 16, 16–18 and 19–25.

2. Reviews and appeals

Please provide:

Number of SEND travel assistance reviews/appeals requested.

Number upheld in favour of the parent/young person.

Number partially upheld.

Number not upheld.

Number still outstanding.

Average time taken to reach a review/appeal decision, if recorded.

3. Transport following approval

Please provide the number of cases, if recorded, where travel assistance had been approved but:

transport was not in place by the child's/young person's first required day of attendance;

only some required journeys could be provided;

scheduled collection/drop-off times did not correspond with the child's school or college timetable.

Please also provide any current written policy, procedure, guidance or service specification concerning:

fixed SEND transport collection/drop-off times;

limits on the number of collections/journeys available per day;

what should happen where the transport timetable does not correspond with a child's or young person's education timetable.

4. Alternative transport and reimbursement

Please provide, for each academic year:

Number of requests received from parents/carers for reimbursement of taxi, private-hire/Uber, mileage or other alternative travel costs arising where SEND travel assistance was unavailable, delayed or could not meet the child's/young person's timetable.

Number approved in full.

Number partially approved.

Number refused.

Total amount reimbursed.

Any current policy or criteria used when deciding whether these costs will be reimbursed.

5. Complaints

Please provide:

Total number of complaints concerning SEND travel assistance.

Number upheld.

Number partially upheld.

Number not upheld.

Number still outstanding.

Where complaint categories are recorded, please provide the numbers relating to issues including delayed decisions, refusal of assistance, review/appeal delays, transport not being in place, unsuitable collection/drop-off times, timetable incompatibility, communication and reimbursement of alternative travel costs.

6. Educational impact

If this information is recorded, please provide the number of children/young people reported as having:

missed school or college;

arrived late;

had to leave early,

because SEND transport was unavailable or because the available transport times did not correspond with their education timetable.

I am requesting aggregated and anonymised statistical information only. I am not requesting the personal information of any child, young person or family.

Where information is not held in exactly the format requested, please provide the closest recorded information available. I am not asking the authority to create new data that it does not hold.

If any information is already publicly available, please provide the specific document or webpage where it can be found.

If any element of this request would exceed the appropriate cost limit, please provide the remainder of the request that can be answered within the limit and advise me how that particular element could reasonably be refined.

Thank you for your assistance. I look forward to your response within the statutory timeframe.

The Response:

Please find the spreadsheet attached.

Your rights

If you are dissatisfied with this response, you may request an internal review by contacting **foi.sar@achievingforchildren.org.uk** within 40 working days of the date of this letter. If you remain dissatisfied following the internal review, you may appeal to the Information Commissioner's Office at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire, SK9 5AF

Tel: 0303 123 1113 · Web: www.ico.org.uk

Yours sincerely,

IG Team
Information Governance Support
Business Services and Transformation

Email: foi.sar@achievingforchildren.org.uk

For information regarding how we collect and use personal data, and who we may share information with click the link:

<https://www.achievingforchildren.org.uk/pages/privacy-and-data-protection/privacy-notices-list/privacy-notice-for-information-governance>

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Champions for children and families

<http://www.achievingforchildren.org.uk/>

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