

# Applications for SEN Transport Assistance 2026/27 Customer Journey

## Application

- Deadline: Sunday 17 May 2026
- Applications received after this date may not be in place for the start of term
- We will contact you directly if we need further information

## Confirmation

- We will send an email to confirm if you are eligible for COT or PTB
- This could take up to 6 weeks from the date you applied

## Risk Assessment COT only

- We use the information on your application form and your child's EHCP
- We will contact you directly if we need further information
- We will send a copy to you by secure email
- This could take a further 4 weeks from receiving confirmation

## Transport Arrangements COT and PTB

- If you applied by 17 May we will send an email to confirm details by 19 August 2026
- If you applied after 17 May this could be any time during September
- If you applied before the start of term, PTB payments will be backdated if your child was attending school