

Travel Assistance Application Timeline

2025

| | Application Made 20 working days | Decision By 20 working days | Risk assessment 5 working days | Type of travel assistance Up to 20 working days |
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| What is going on with my application? | Your application is being sent to the relevant team (Mainstream or SEND) for review | If your application has been approved, the travel assistance team will be planning to complete a risk assessment* | The travel assistance team will call you to talk through the Risk assessment which determines the mode of travel assistance provided. More information about a what a risk assessment is and what will be asked can be found HERE | The application is now with the travel assistance team and determining the type of travel assistance following a review of information and the risk assessment conversation. |
| What should I expect? | By 20 working days you should have received notification through the portal of the decision made about travel assistance. You may receive a call from the council asking more information if required. | You should have been notified if your application has been approved or decline. If it has been declined, you will have received your rights to appeal in the decision letter. This must be done within 20days of receiving the letter. | A call from the travel assistance team to talk through the risk assessment | You will be notified through the portal of the type of transport. If you are accessing fleet, they will inform you of “meets and greets.” If you are having a Personal Transport budget the travel assistance team will request your bank details and approval to receive the funds. |
| What should I do? | Once you have submitted as much information as possible on your application, there is nothing for you to do until a decision has been sent to you. If the application has been sent and over the 20 working days, you can contact the travel assistance team on 09152 384545 | If you are not happy with the travel assistance decision you can appeal the decision using the detail outlined on your letter. Alternatively, if you want to discuss this with the team then you can contact 01952 384545 | Once the risk assessment has been completed the travel assistance team will send a copy to you through the parent portal . If you are not happy you can make comments to the team or alternatively contact the team to talk through on 01952 384545. | Once the risk assessment is complete you will be notified of the type of travel assistance within 20 working days. Information about types of travel assistance can be found HERE If you are unhappy with the type of travel assistance, please respond to the travel assistance team through the portal outlining why. |
| * During busy times this may be delayed, however don't worry this does not impact on the decision of approving the travel assistance | | | | |

If you already have travel assistance, please make contact through the [travel assistance portal](#)

If you have any queries regarding policy and / or decision making, please email SENDtransport@telford.gov.uk