



March 2025

Dear Parent or Carer,

Update on Home to School Travel Assistance Data

We are contacting to you because our records show that we currently provide Home to School travel assistance to your child(ren).

From September, Home to School Transport will be updating its systems. As part of this transition, we will be confirming that contact details for our service users are up to date and we are compliant with GDPR regulations, which require that data we have is necessary, relevant, and up to date. Since not all children need to reapply every year, there is a possibility that some contact details, like email addresses and mobile phone numbers, may have changed without our knowledge over time.

To complete this process, we have created an online form which can be accessed, via our website, here: www.northnorthants.gov.uk/stdetails

This form will request the following information from you:

- Your child's name and address
- Your child's date of birth and current school year - Current school attended
- Your preferred contact details, including name, email address, and mobile phone number
- The most up-to-date application number (if available)

We kindly ask you to visit our website and complete this online form at your earliest convenience. If we provide travel assistance to more than one child in your household, please add each child on your child tab. You do not need to complete a new form for each child. The online form will be accessible from now to end of April 2025 so please update your details as soon as possible.

Your assistance in helping us keep your details up to date is greatly appreciated.

Yours Sincerely,

Rachel Mawson
Transport Delivery Manager



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FAQs

1. Why do you need my child's date of birth? Isn't name and address enough to identify them?

At times, we require the use of date of birth to differentiate between children with similar names. It is possible that there are multiple children with similar names, but it is unlikely that they all have the same birthday and attend the same school.

2. What is my application number and where would I find it? How will it help you now?

When you applied for transport last time, you should have received an email with an application number. This number is unique to your child. While we can still locate your record without this number, having it would assist us in identifying the correct record more efficiently.

3. What are you going to use this information for?

The information is to help us deliver Home to School Transport. Occasionally, we may need to send you information or contact you regarding updates or events related to the service. This could be a change in Service Provider, or a change in times, temporary closure of a bus stop, and so on. We may need your assistance in managing any issues involving your child or returning lost property. Therefore, it is important that we can contact you promptly and accurately. Keeping your information up to date is a legal requirement for us, and it will be stored on a Council database. Your information will not be shared with external bodies outside the Council or your Transport Service Provider without your explicit consent.