DARLINGTON
Borough Council

Home to School Transport Parent Portal

Contents

1. Registering a new account

Please ensure donotreply@darlington.gov.uk is in your safe senders list in your email address

- Go to Portal Registration
- Select login/register

🚌 Home to School Travel

Apply for Home to School Travel

➡] Login / Register

Login or Register for account

- Select the register for a new account button

New users

If you're new to Parent Portal Live, sign up for an account here

Register for new account

- Enter your forename and surname and phone number

Forename *

Surname *

Phone number

- Once the above details are entered select the Next button

Next Cancel

- Enter your email address
- Create a password – your password must meet the policy requirements which is shown on the right side of the screen

Email address *

Password *

Confirm password *

Back   Next   Cancel

- Once entered select the next button

Back   Next   Cancel

- A screen will appear asking you to enter a code, this will be emailed to the email address you provided at registration – if this is not received, please check your spam/junk folder

Thank you for using ParentPortal_UAT2. Please enter the following code on the email verification page:

4624 1257

Kind regards

ParentPortal_UAT2

If you can't find this email, it may be in your spam/junk email folder.

Code *

4624 1257

Back   Next   Cancel

Please send me a new code

Once the code is entered please select the Next button
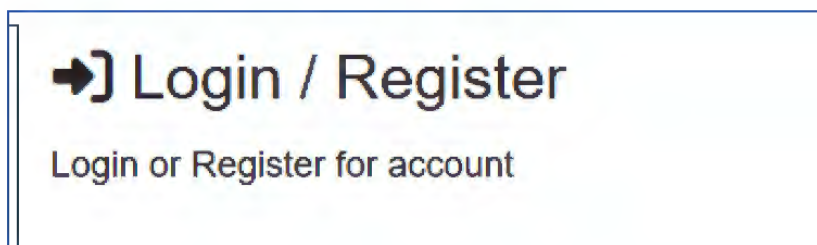
Back   Next   Cancel

- Your account has now successfully been created, click the Continue button to log into your account.

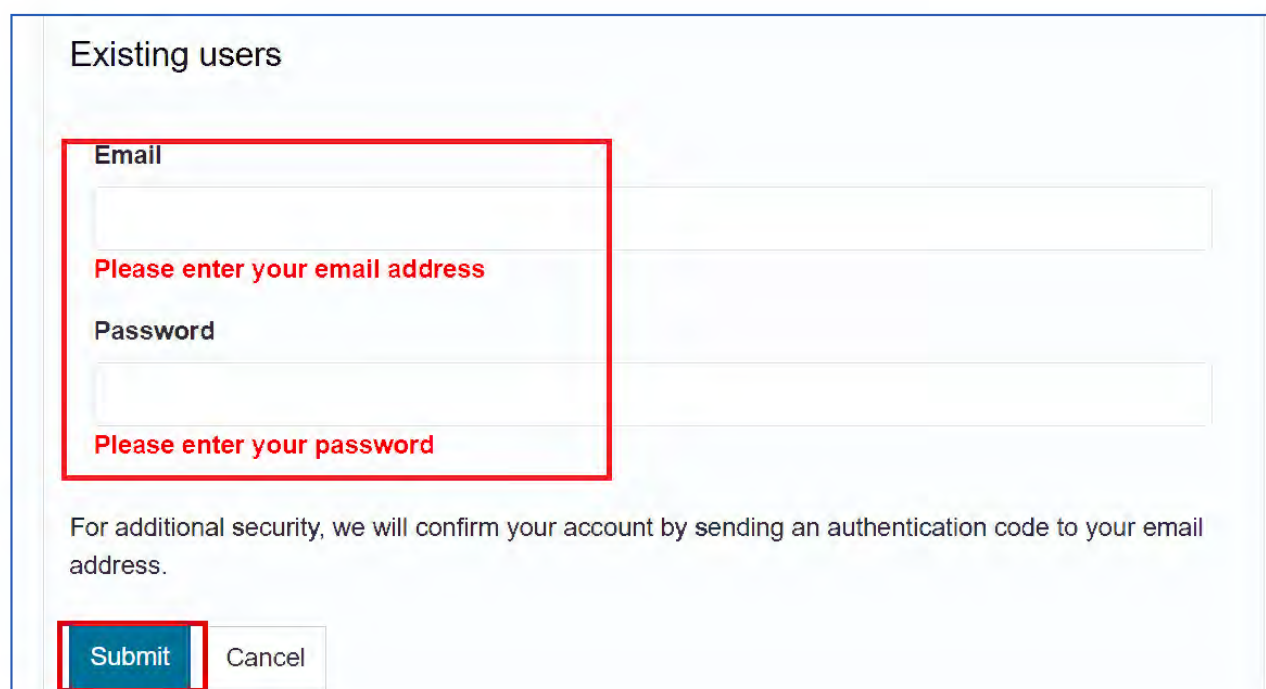Your registration has been completed successfully. Click **Continue** to carry on with your session.

Continue

2. Signing into an existing account

- Go to the portal login page
- Select login/register

→] Login / Register

Login or Register for account

- Enter your email address and password that you used to register your account (if you have forgotten your password use the forgotten password link)

Existing users

Email

Please enter your email address

Password

Please enter your password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit   Cancel

- Select the Submit button
- You will receive an email verification code (there can sometimes be a delay in the code arriving, so please allow time for the code to arrive via email). if it has not arrived after 10-15 minutes, you can select the 'Please send me a new code' option
- If this is not received, please also check your spam/junk folder and that the email address is in your safe sender list

Thank you for using Parent Portal Live. Please enter the following code on the login verification page:

7828 6523

Many thanks,
Parent Portal Live

If you can't find this email, it may be in your spam/junk email folder.

Code *

7376 2998

Back | Next | Cancel

Please send me a new code

- If you do not receive your code, you can select – please send me a new code

3. Password Reset

- If you are unable to log into your account, you can complete a password reset
- Select the forgotten password from the login screen

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

Submit   Cancel

Forgotten password?

- Enter your email address and select the next button (please be patient, waiting for your code, it can take some time to come through)

Email

Next   Cancel

- You will receive an email with a code

Thank you for using Parent Portal Live. Please enter the following code on the login verification page:

7828 6523

Many thanks,
Parent Portal Live

- Enter the code in the password reset page and select the next button

We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

7458 2253

Next   Cancel

- Enter your new password (password policy is on the right side of the page)
- Confirm your new password
- Select the finish button

Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish   Cancel

4. Saving a form

As you are completing the application form, please ensure you select the save for later button at the bottom frequently. This will save the form as you go. This will prevent you from losing your application as you fill it out.

- To save a form as you proceed with your application, select the save for later button and the bottom of the page

Save for later
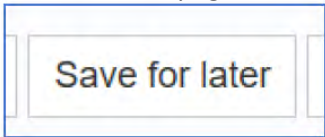
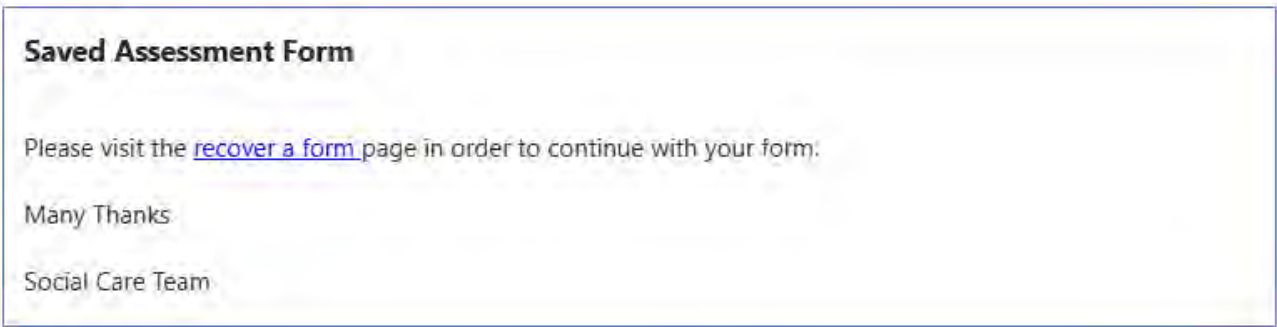- You will receive a message advising that your form has been saved

Save Form

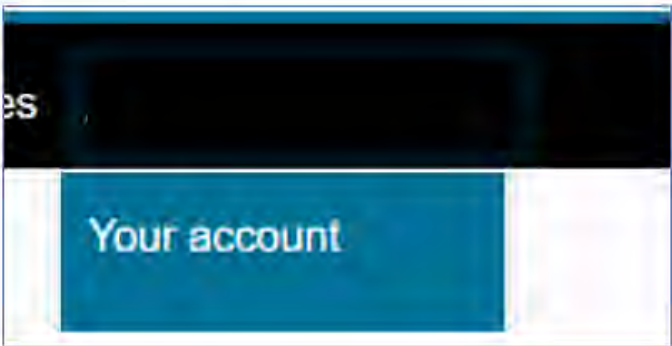Your form has been saved. An email confirmation has been sent. You have 31 days to submit the form.

Close

5. Picking up a saved form

- If you have saved a form, there are two ways to access this:

1. You will receive an email, follow the link to pick up your saved form

Saved Assessment Form

Please visit the recover a form page in order to continue with your form.

Many Thanks

Social Care Team

2. log in and navigate to your name – select it then your account

es

Your account

3. On the navigation pane you will be see saved forms

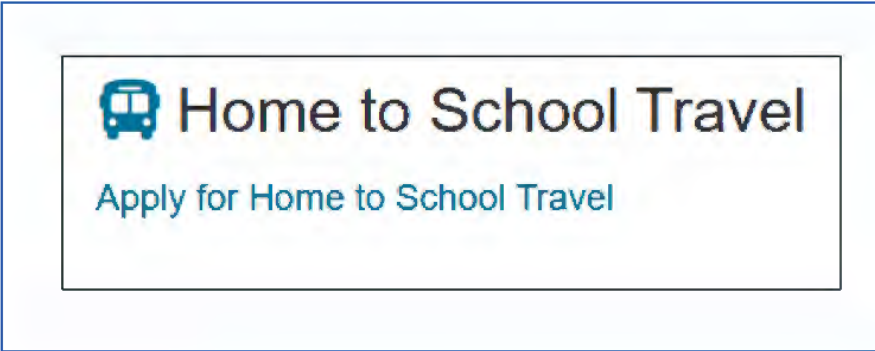| My messages | > |
My applications	>
Saved Forms	>
Submitted Forms	>
Manage Account	>
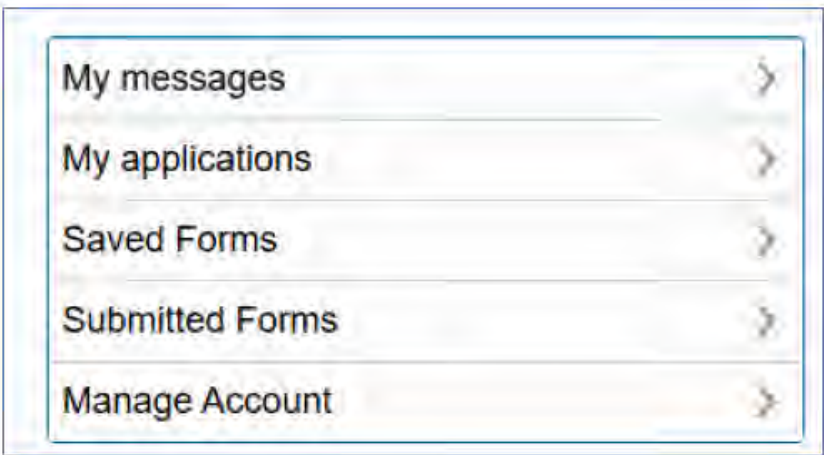
4. You will see the forms you have saved and be able to select it to start the form again, the form will save for 31 days
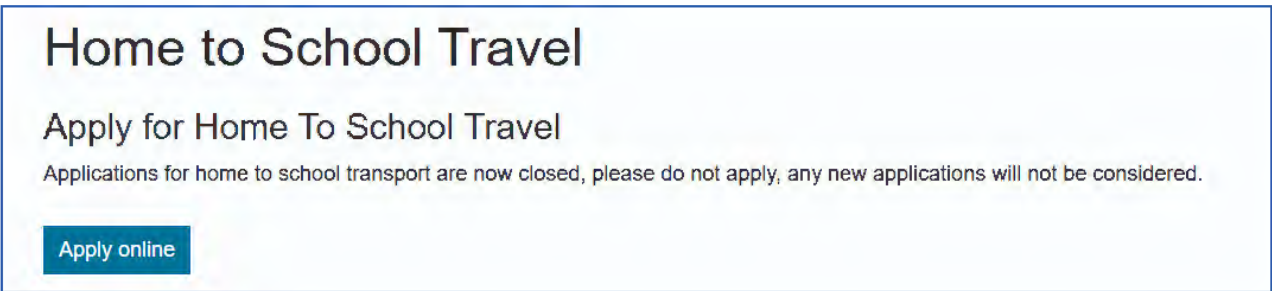
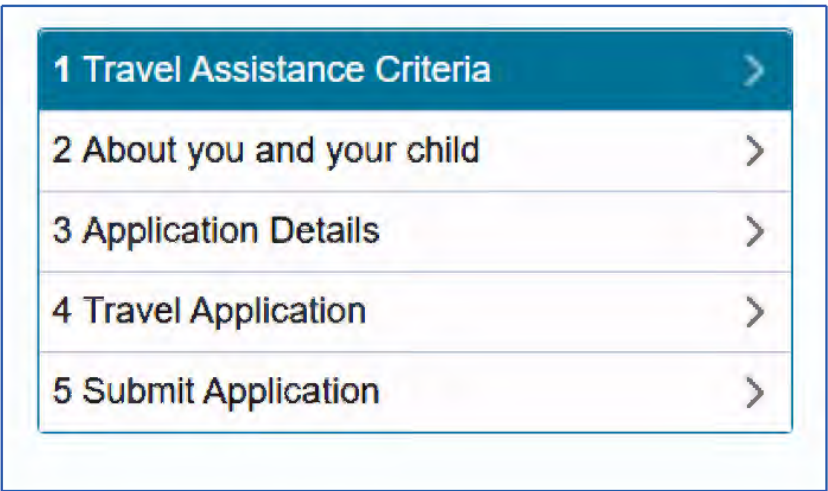| | 06 Jun 2025 2:18 PM | | Home to School Travel Application | 31 days |
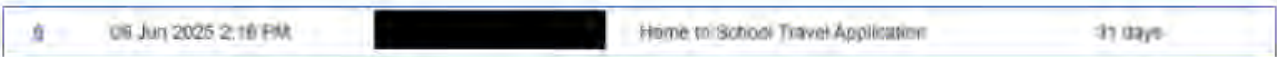
6. Home to School travel application

- Navigate to Home to School Travel and select the icon

🚌 **Home to School Travel**

Apply for Home to School Travel

- Select apply online

Home to School Travel

Apply for Home To School Travel

Applications for home to school transport are now closed, please do not apply, any new applications will not be considered.

Apply online

- The index guide on the left had side of the screen will let you know which section of the form you are currently on, it will be highlighted in blue

1 Travel Assistance Criteria	>
2 About you and your child	>
3 Application Details	>
4 Travel Application	>
5 Submit Application	>

6.1 Travel Assistance Criteria

- Please read the travel assistance criteria on the page and the School transport page
- Confirm you have the travel assistance policy

Travel Assistance Criteria

You must read the **Travel Assistance** policy before continuing your application. They can be found on our **School Transport page** ⬀, with a brief outline below.

Eligible Children
- Those children attending their nearest school if over the statutory walking distance for their age
- Could not reasonably be expected to walk to that school because of special educational needs, disability or mobility problems even if accompanied by a parent
- Would not be able to walk to that school in reasonable safety, even if accompanied by a parent

Extended Rights
- A child is eligible if aged over 8 but under 11 and attends their nearest school and it is more than 2 miles from their home
- A child is eligible if aged 11 to 16 and attends their nearest school and it is more than 2 miles but not more than 6 miles from their home
- A child is eligible if aged 11 to 16 and attends their nearest school and it is more than 2 miles but not more than 15 miles from their home on the grounds of religion or belief and there is no suitable school that is nearer to their home

Discretionary Travel Assistance
- Local Authorities also have the discretion to go beyond their statutory duties and can provide transport for those children who are not entitled to free transport, this can include charging for all, or part of the travel arrangements made.

Travel Assistance Policy Declaration *
☑ I confirm I have read the DBC travel assistance policy

- Select the next button

Next →
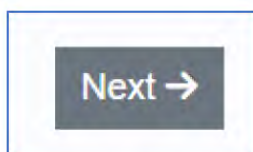
6.2 About you and your child

- Fill out the application details – these are the parent's details
  1. Title
  2. First name
  3. Last Name
  4. Email address
  5. A telephone number
  6. Preferred contact method

- Enter the details of who the application is for and the address from which transport is needed
  - First name
  - Last name
  - Date of birth
  - Sex
  - House number or name
  - Postcode

Who is the application for?

First name *

Last name *

Date of birth *   dd-mm-yyyy

Pronouns

Sex *

Address

House number or name

Postcode *

- Once address details are entered, select the find address button, this will find your address, or you can enter it manually

Find address   Enter address

- Once completed, select the next button (don't forget to save as you go!)

Next →

6.3 Application details

- On the application details page, select your reason for application, and if there is any additional information to enter, please fill this out before proceeding to the next page

Application Details

Reason for Application *
- ○ New Application
- ○ Moved School
- ○ Moved Home
- ○ Renewal

6.4 Travel Application

- Fill out the travel application form by selecting the date transport is required, and answer the questions

Travel Application

Date from which transport is required *	dd-mm-yyyy 🗓
Please allow for 10 working days for processing of application	
Are you receiving Maximum Level Working Tax Credit or Universal Credit? *	○ Yes ● No
Does your child receive a Free School Meal? *	○ Yes ● No
Is your child attending the nearest School from their home address and do you believe it to be over the statutory walking distance, appropriate to their age? *	● Yes ○ No
Are you applying due to an unsafe walking route? *	○ Yes ● No
Is your child attending a School based on the grounds of religion or belief? *	○ Yes ● No

- If you are applying on the basis of SEN, disability or mobility problems, select yes, and further questions will appear; if you are not selecting due to SEN needs, skip to item 7 - Submit Application

Are you applying due to SEN, disability or mobility problems? *	○ Yes ○ No

6.5 Applying for Special Education Needs/Medical

This section is long, so please ensure that you fill everything out as fully as possible, provide all evidence and save regularly as you proceed through the application

- Fill out the form by selecting yes or no to the questions and entering information into the text boxes

- In the 'School / College Details' section, select whether the school / college is local, OOA (Out of Authority) or choose to enter the details manually.

- The option to 'Search Local Establishments' will allow you to type in part of the school's name and select them from the list.

- The option to 'Search OOA Establishments' will allow you to enter the name of an out of authority school, and then select them from a drop-down list.

- The option to 'Enter Establishment Manually' will allow you to type in the school / college's details by hand.

- Enter the School start and finish time for each day in 24 hour format

- Enter the days travel assistance is required. For those days when your child will require pickup, select 'Yes' from the drop-down list

- Enter details of current travel arrangements by selecting yes or no and typing in the boxes provided

OFFICIAL classification header.

Current Travel Arrangements

Was your child at school / college in the last academic year? * ○ Yes ○ No

Does your child have a mobility pass for travel on public transport? * ○ Yes ○ No

Please tell us how your child travels with you on evenings and weekends? *

Please tell us how your school / college transports your child on school / college trips? *

Can your child travel accompanied on public transport? * ○ Yes ○ No

Would your child be capable of carrying out Independent travel training? * ○ Yes ○ No

Is your child currently carrying out any type of independent travel training? * ○ Yes ○ No

If your child is not able to travel on public transport, even If accompanied, please explain why? *

- Enter details of pupil mobility and access to transport – you can muti select on these question

Pupil Mobility & Access to Transport

Is your child able to *
☐ Walk unaided
☐ Walk with assistance?
☐ Climb steps?
☐ N/A

Does your child *
☐ Use a mobility aid to walk
☐ Need assistance to get in and out of a vehicle?
☐ N/A

Does your child need to take any of the following equipment *
☐ Crutches
☐ Posture Walker
☐ Folding Frame
☐ Rigid or Fixed Frame
☐ Other
☐ N/A

- Select yes/no on questions and fill out the text box

- If relevant, you can select multiple choices for health needs, medical and behavioural needs – when ticked a box to provide, details will appear to enter more information

- Select the options for behaviour and anxieties if relevant, these are multi-choice boxes where you can select more than one that applies, anything ticked will bring up a box to provide more details

Behaviour and Anxieties

Does your child present any of the following behaviours? Please indicate all that apply

If you select yes to any of the options, please provide as much detail as you can including; the frequency of the behaviours, any actions which might help and what, if any, warning signs, triggers staff should be aware of

- ☐ Verbal
- ☐ Throwing Missiles
- ☐ Spitting/tantrums/tears
- ☐ Grabbing i.e. hair, neck, arm, clothing, jewellery etc.
- ☐ Undressing
- ☐ Sexualised behaviour
- ☐ Likely to attempt to flee the vehicle during travel
- ☐ Likely to attempt to flee when getting in/out
- ☑ Other

Please provide details
Other

- Enter details into the boxes about behaviour on School transport and anything important to the child/young person

How is your child likely to behave on transport, bearing in mind that at first the transport staff and any other passengers may be new to them? Is there anything which might make them anxious I.e. noise, smell, physical contact etc.? *

Please let us know what is important to your child to help us to keep them safe whilst travelling and ensure a successful journey. Is there any other information which you need to share with us? *

- Select the next button

7. Submit application and supporting information

Upload any documentation relevant to your application, without this, your application may be rejected or take longer to process, this can be medical evidence, EHCP, working tax credit/universal credit

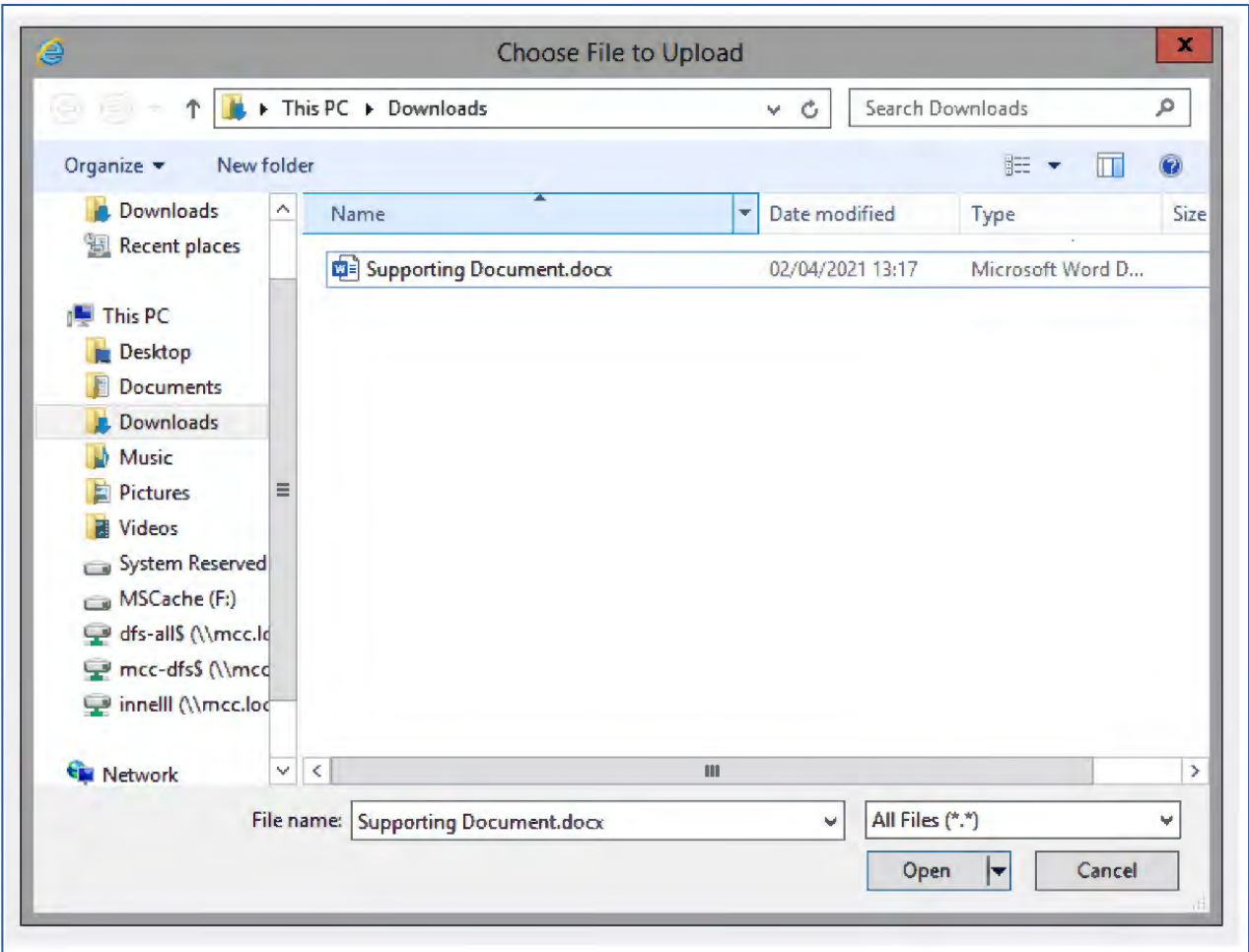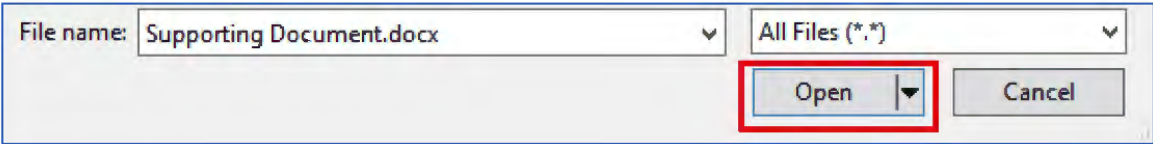- Select the upload document

- Select the supporting documents that you wish to upload

Click on the Open button to select that document and upload it

- Please note that only the following document types can be uploaded

Accepted extensions: jpg
png
doc
docx
pdf
xls
xlsx

- The Supporting Documents section will now show the document that has been uploaded

Supporting Documentation

@ Supporting Evidence.doc

Remove

- Confirm you have uploaded all relevant documentation

Supporting Evidence *

☑ I confirm I have uploaded all relevant documentation to support my application

- Read the declaration, and then click the tick-box to confirm that you have read and agree with it.

- I understand that Darlington Borough Council may share this in
relevant and necessary, including the transport operator for the
transport

*

☑ I accept the above declaration

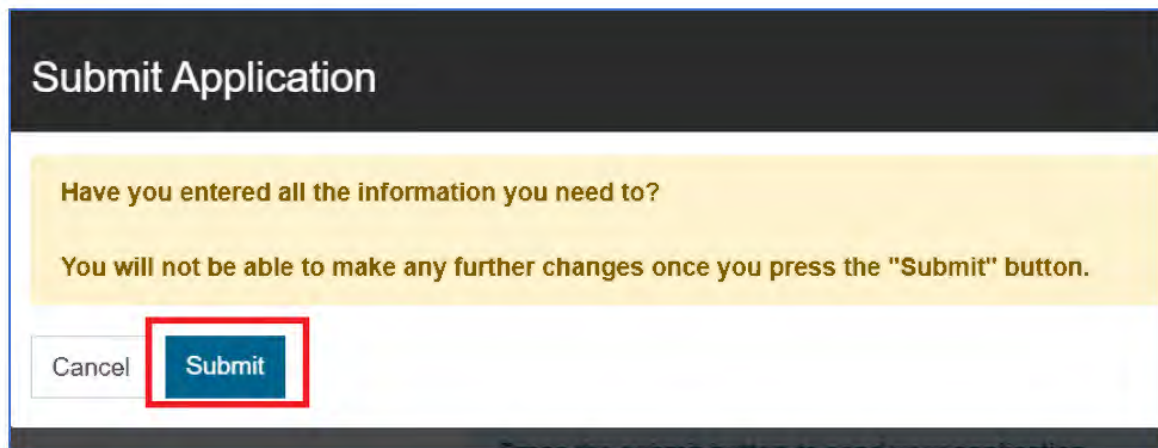- When you are happy that the form is complete, then click 'Submit Application'.

Send Form for Consideration

Press the submit button to send your application.

Submit Application

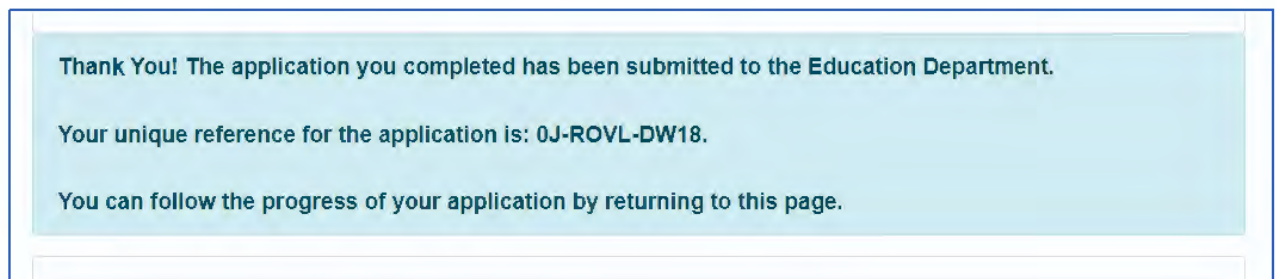← Previous

- Then click 'Submit' a second time.

Submit Application

Have you entered all the information you need to?

You will not be able to make any further changes once you press the "Submit" button.

Cancel   **Submit**

- You will then be given a reference number for your applications

Thank You! The application you completed has been submitted to the Education Department.

Your unique reference for the application is: 0J-ROVL-DW18.

You can follow the progress of your application by returning to this page.
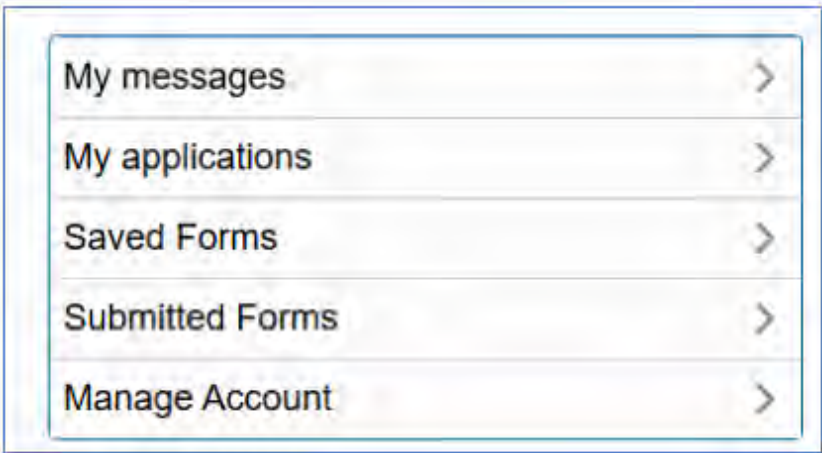
- Once your form is submitted, you will receive an email to advise that your application has been submitted, with your unique application reference number

8. My Applications

9. To view your applications, log in and navigate to your name – select it, then your account

10. On the navigation pane you will be see My applications

- You will see your applications and whether they have been submitted, or not and the date along with unique reference code

17		841-2020-09-E-000042		Not Submitted
18	07/08/2024 14:12	841-2024-09-E-000039		Submitted
19		841-2025-09-E-000026		Not Submitted
20		841-2023-57-E-000016		Not Submitted
21	02/07/2024 10:50	841-2023-57-E-000015		Submitted

9. View Submitted forms

5. If you have submitted an application, log in and navigate to your name – select it, then your account

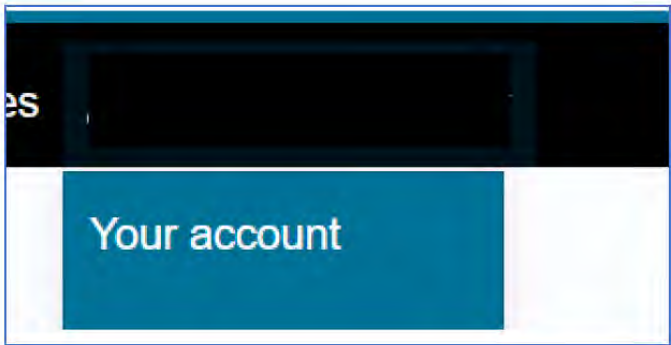6. On the navigation pane you will see Submitted forms
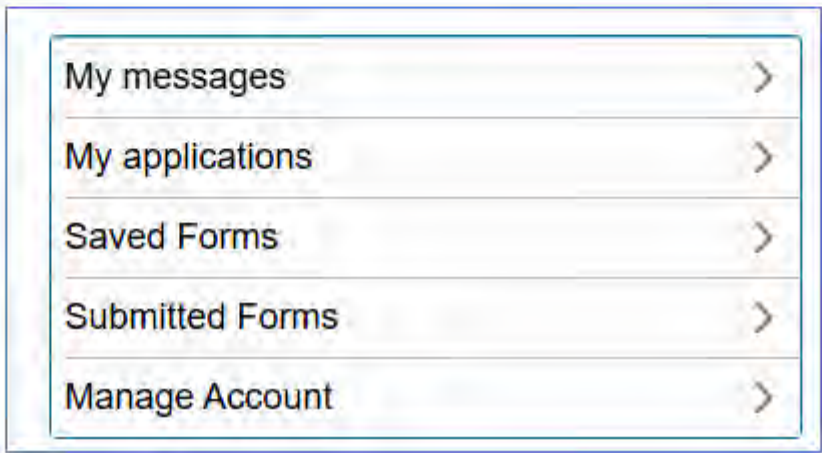
7. Once selected, you will be able to see your applications that have been submitted and the date; these are available for 90 days
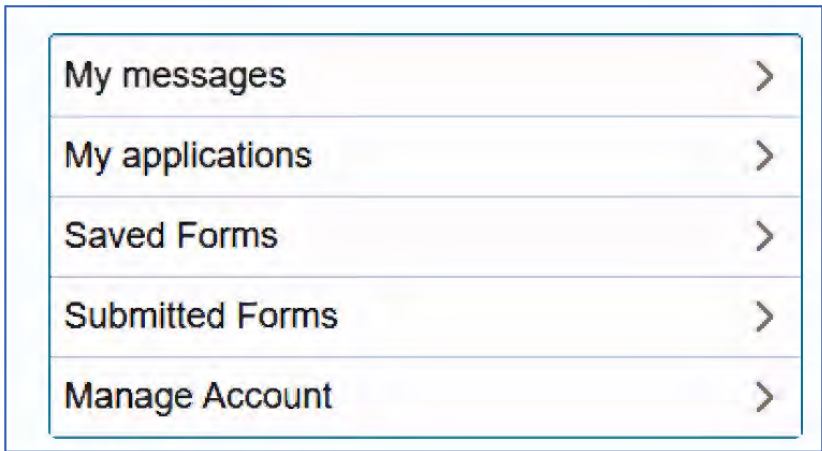
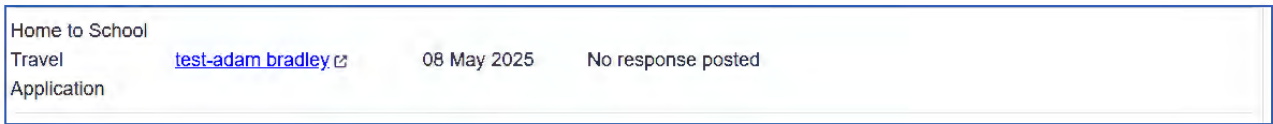| Description	Name(s)	Date	Response	Unique Reference	Version
Home to School Travel Application		08 May 2025	No response posted		

10. Download a PDF

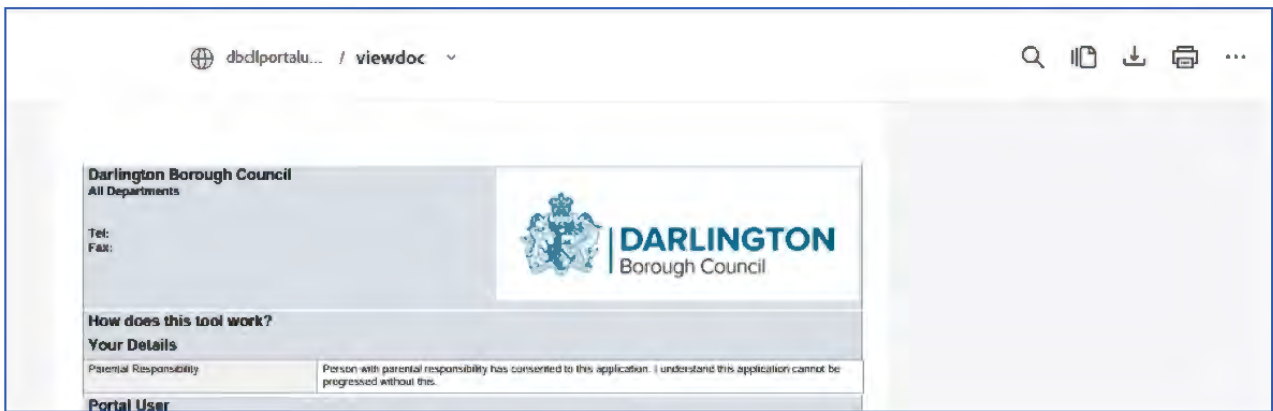8. To download a PDF, log in and navigate to your name – select it, then your account

- On the navigation pane you will see Submitted forms
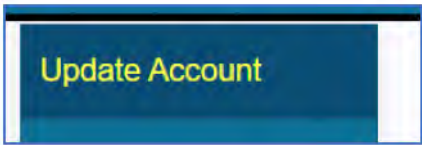

- Select the name

- This should open it as a PDF
- Select the download or print button in the top right corner

11. Update your account

- If you need to update your account for any reason, first log in
- Navigate to your name in the top corner and select the update account

Update Account

- Change profile details allows you to update name, phone number, and address
- Changing your email address allows you to update your email address
- Change password allows you to update your password

Account Details
Email Address

View More ∨

Change profile details
To keep your account secure,

Change profile details

Change email address
To keep your account secure,

Change email address

Change password

Change password