

Subject: Introduction of Online Change of Circumstances Form for Improved Service.

Dear Headteachers and School Administrators,

I hope this letter finds you well. I am writing to inform you about an important change in our service at BCC (Birmingham City Council) that will impact how changes of circumstances are communicated to us, particularly regarding the services provided by CYPTS (Children's and Young People's Travel Services).

To enhance efficiency and streamline our processes, we are transitioning from the conventional method of parents informing changes of circumstances through various avenues to an online platform. From now on, any change of circumstances should be communicated to CYPTS exclusively through our online Change of Circumstances form.

“Parents and carers of children and young people who are currently receiving travel assistance from BCC should use this online form to inform the CYPTS of changes in circumstance such as:

- a change of school (including a change of campus or school site)
- a change of home address
- a change in personal or family circumstances (such as a change in income)
- a change in a child's or young person's needs”

1. BCC Website: [Tell us about a change in circumstances | Birmingham City Council](#)

2. CYPTS Home Page on the Local Offer Website: [Children and Young People's Travel Service - Local Offer Birmingham](#)

We kindly request your support in disseminating this information among parents within your school community. It is crucial that parents understand that they should only use the online Change of Circumstances form to inform CYPTS about any changes affecting their children. Your support in ensuring that this message reaches parents would be appreciated.

Moreover, it is important to note that as part of this transition, CYPTS will no longer be able to accept change of circumstances information communicated through phone calls or emails to the contact centre or Travel Operations. Therefore, advising parents to use the online form exclusively will ensure that their updates are received promptly and accurately.

Your cooperation and assistance in communicating this change to parents would be appreciated. Should you have any questions or require further information, please do not hesitate to contact us at: elig.travelassist@birmingham.gov.uk



Thank you for your attention to this matter, and we look forward to your continued support in providing optimal services to children and young people in our community.

Sincerely,



Carla Filby

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