



# **SEND School Transport Survey - January 2024**

## Background

SEND Voices Wokingham the independent parent carer forum for Wokingham Borough were asked by Wokingham Borough Council Children's Services Overview & Scrutiny Committee to repeated the SEND Transport survey completed for the academic year 23/24 following a number of changes implemented in September 2022

The survey was sent out to all families in receipt of Home to School Transport from Wokingham Borough Council, this also included those who receive mileage expenses, which is 560 children/young people. The survey ran from 16<sup>th</sup> January to 16<sup>th</sup> February 2024 enabling us to capture results of back to school in September 2023, the time of year when historically, most issues have arisen.

There were 84 responses which represents 15% of the Wokingham Borough cohort who are receiving school transport either within Wokingham or to school outside of the borough. This is lower than the 100 responses (24.5%) we received for the 2022 survey when 408 children received transport.

The survey results section contain **ALL** respondents comments, names have been removed to avoid identification.

# Highlight Summary:

## Areas showing improvement:

- **Driver & Escort ratings**
- **Behaviour or driving/safety** of the driver and/or escort
- **Transport service** provided by **the Local Authority**
- **Transport provision** provided by the **transport provider**
- **Very few concerns raised** to SEND Voices Wokingham at the beginning of the school year

## Areas for improvement:

- **Training** for drivers/escorts – this remains one of the top priorities for parents and is an ongoing request that taxi drivers and escorts are given training about SEND.
- **Preparation** at the beginning of term
- Concerns increasing about the **behaviour of other children** travelling in same transport, indicating that correct transport may not be being allocated correctly
- Number of **under 11s travelling over 45 minutes** each way to school
- Opportunity to develop a continual **feedback mechanism** to ensure that **CTU** are made aware of any concerns to so that this can be taken into account when commissioning services ongoing.
- **Issue/complaint resolution**

# Summary of Results

This remained the same as 22/23 with **64% of the respondents said that no preparations were made for the driver/escort to care for the child's needs** while they were transporting them. This is higher than the 50% reporting no preparation in 2017.

Of the 19 children **requiring car seats** 5 (26%) were provided by the transport company. Within the 0 – 8-year age group 8 children required car seats 4 (50%) were provided by the transport company an improvement on the 17% in 2022.

**Driver star rating = 4.31 - overall the satisfaction Driver rating has increased since 2022** (3.76 in 2022)

49% rated the driver as 5 star (44% in 2022 and 48% in 2017), 12% rated the driver as only 1 or 2 star 16% in 2022 and 18% in 2017).

**Escort star rating = 4.14 - overall the satisfaction Escort rating has increased since 2022** (3.73 in 2022)

60% of respondents rated their escort as 5 star (42% in 2022, 49% in 2017),

14% rated the escort as only 1 or 2 star (12% in 2022, 22% in 2017).

An increase in the star rating, but also a small increase in those rating the escorts as 1 or 2 star this year.

As has been the case previously, **for most transport is very good**, however for a few their experience is not good at all.

**Driver behaviour/safety - has improved a little**

18% of respondents have had concerns about the behaviour or driving/safety of the driver or escort, (20% in 2022 and 25% with concerns in 2017).

Top 3 **Priorities for parents** regarding SEND transport are - 1<sup>st</sup> **Safety** of the Transport provided, 2<sup>nd</sup> **Training in SEND** for the people providing the transport, 3<sup>rd</sup> Ensuring the transport provided **is appropriate and suitable** for my child's needs.

Support to travel independently was ranked 6 of 7.

## Summary of Results cont.

**Behaviour concerns when Travelling with Others – has declined** (for those who travel with other children)

For those who travel with other children, 18% have concerns about the behaviour of other children in the vehicle, (12% in 2022 and 39% in 2017). This is an increase from 2022 and needs to be carefully monitored to ensure that budget pressures are not leading to inappropriate transport choices which in turn are causing behaviour issues on transport and may result in children arriving at school not ready to learn or refusing to go to school. Parents most often raise concerns about the behaviour of others in the transport with the school then Transport company directly.

Where there are **concerns about the driver/escort**, parents most often raise concerns with the school then Transport company directly. As highlighted previously, **there is an opportunity to develop a feedback mechanism to ensure that CTU are made aware of any concerns** so that this can be taken into account when commissioning services ongoing. The level of satisfaction with how issues are resolved can be improved.

The majority of children are travelling for up to 60 minutes each way to/from school each day. There is an increase in the percentage travelling up to 30 minutes and decrease in those travelling for longer times.

Of those who responded, **27% of 0–11-year-olds are travelling over the recommended 45 minutes** to school each day. One child under 11 years old is travelling over 75 minutes per day each way.

Rating for the **Transport service provided by the Local Authority has increased** = 4.01, 75% rating 4 or 5 stars (3.77 in 2022)

Rating for the **Transport provision provided by the transport provider** (taxi company etc) **has increased** = 3.92, 71% rating 4 or 5 stars (3.73 in 2022)

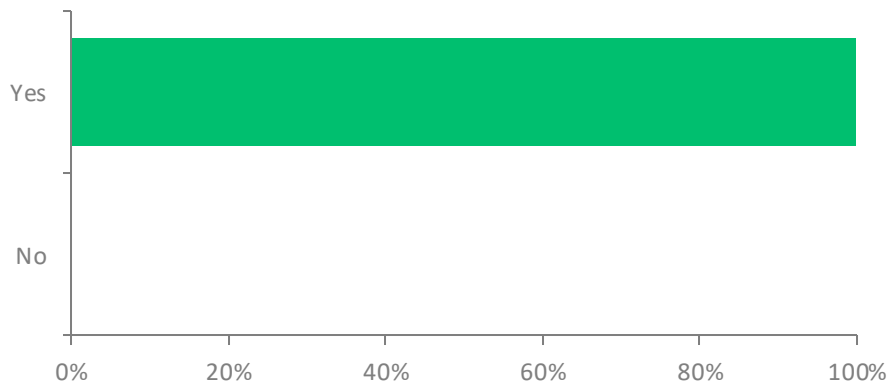
A small minority number rate the service provided by the LA and transport provider as 1 and 2 star

# Survey Results

The following section contains individual question data and **all** anonymised respondents' comments.

# Q1: Are you a Wokingham Borough resident (pay your council tax to Wokingham Borough)?

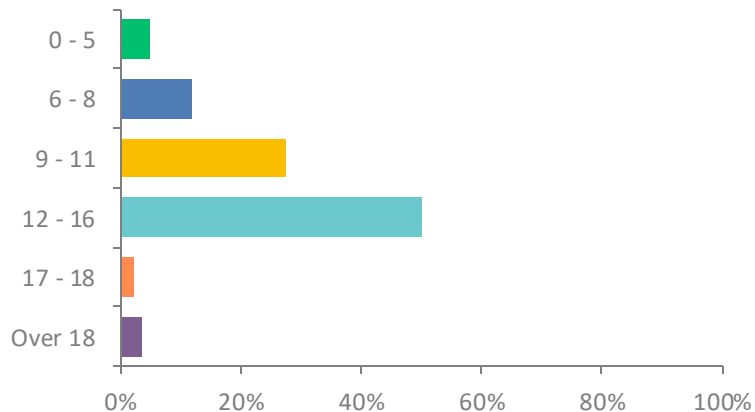
Answered: 84 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100%	84
No	0%	0
TOTAL		84

### Q3: How old is your child / young person

Answered: 84 Skipped: 0



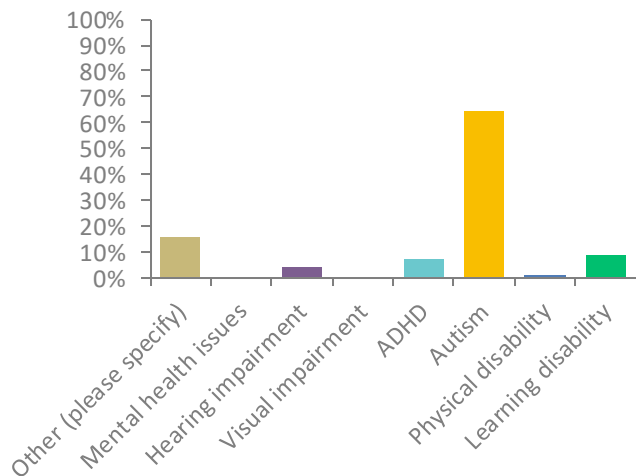
ANSWER CHOICES	RESPONSES	
0 - 5	4.76%	4
6 - 8	11.90%	10
9 - 11	27.38%	23
12 - 16	50.0%	42
17 - 18	2.38%	2
Over 18	3.57%	3
TOTAL		84

There is representation across all age groups including 17–18 year olds and 0-5 year olds.



## Q4: What is your child or young person's main special need or disability ?

Answered: 84 Skipped: 0



ANSWER CHOICES	RESPONSES	
Learning disability	8.33%	7
Physical disability	1.19%	1
Autism	64.29%	54
ADHD	7.14%	6
Visual impairment	0%	0
Hearing impairment	3.57%	3
Mental health issues	0%	0
Other (please specify)	15.48%	13
<b>TOTAL</b>		<b>84</b>

There is representation across disabilities and in line with the figures for Wokingham Borough.

## Q4: What is your child or young person's main special need or disability ?

Answered: 84 Skipped: 0

Visual impairment & learning difficulty

SpLD

Down syndrome

Medical vulnerability

Neurological disability (Rett syndrome)

Dyslexia

Cognition & Learning, Speech & Language,

Speech and Language

Speech and language

Complex SEND ASD, ADHD, sensory difficulties, language impairment, social difficulties, trauma

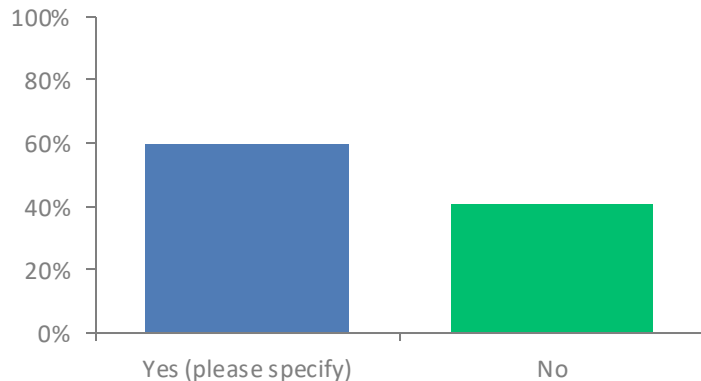
Speech & language disorder

Both profound learning and physical disability

SpLD

## Q5: Does your child or young person have any additional special needs or disabilities ?

Answered: 84 Skipped: 0

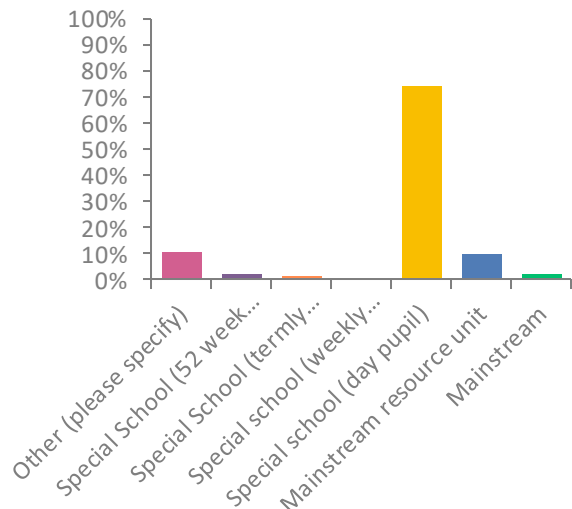


ANSWER CHOICES	RESPONSES	
No	40.48%	34
Yes (please specify)	59.52%	50
TOTAL		84

Autism (9), Sensory Processing Disorder (10), Dyspraxia (3), DCD (1), ADHD (12), Mental Health (8), Learning Disability (12), Complex Health (2), Epilepsy (2), Dyslexia (2), Wheelchair/physical disability (3), Non-verbal (3), SVT (1), Visual Impairment (1), Diabetic (1), Speech & language (2), DLD (1), Hypermobility (3), Sleep Apnoea (1), Genetic (4), Complex SEND (1)

## Q6: What type of school does your child or young person attend ?

Answered: 84 Skipped: 0

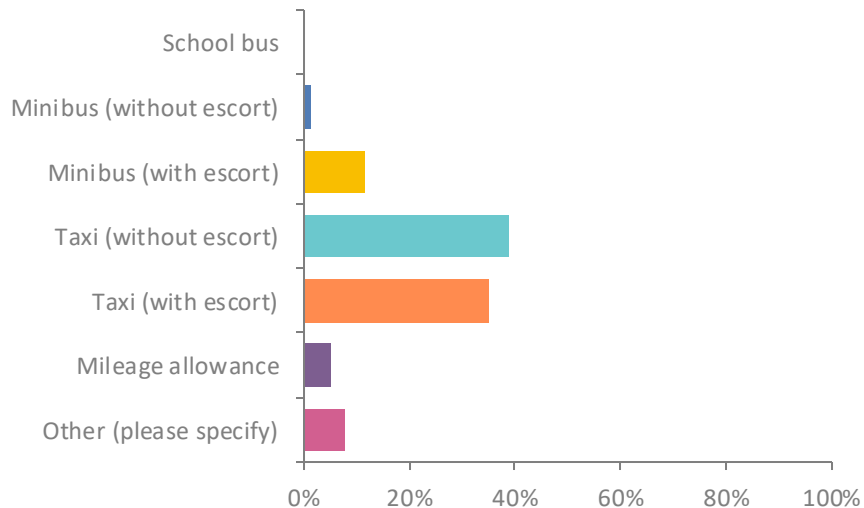


ANSWER CHOICES	RESPONSES	
Mainstream	2.38%	2
Mainstream resource unit	9.52%	8
Special school (day pupil)	73.81%	62
Special school (weekly border)	0%	0
Special School (termly border)	1.19%	1
Special School (52-week placement)	2.38%	2
Other (please specify)	10.71%	9
<b>TOTAL</b>		<b>84</b>

Other: AP (3), EOTAS (3), College (2)

# Q7: What type of school transport does your child or young person use ?

Answered: 77 Skipped: 7



ANSWER CHOICES	RESPONSES	
School bus	0%	0
Mini bus (without escort)	1.30%	1
Mini bus (with escort)	11.69%	9
Taxi (without escort)	38.96%	30
Taxi (with escort)	35.06%	27
Mileage allowance	5.19%	4
Other (please specify)	7.79%	6
<b>TOTAL</b>		<b>77</b>

## Other:

Three yp share taxi

Taxi and mileage

Mileage and escort via a Personal Budget

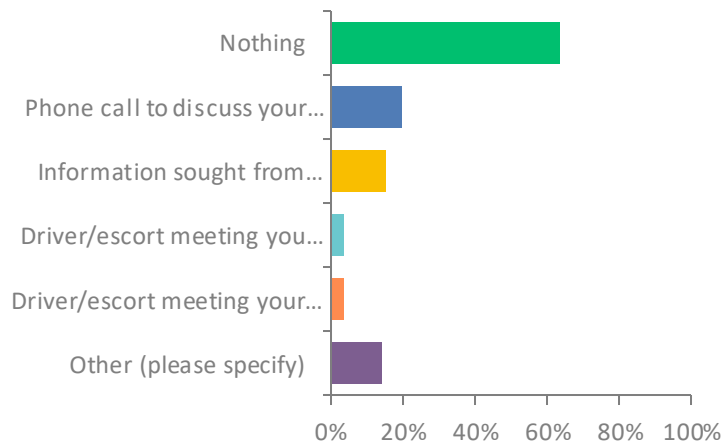
private car with escort

Bike ,taxi

No transport given, despite stage1 &2 complaints and complaint to LGO

## Q8: What preparations were made for the driver and escort (where applicable) to care for your child's needs ahead of back to school in September 23 ? (Tick all that apply)

Answered: 77 Skipped: 7



ANSWER CHOICES	PERCENTAGE	RESPONSES
Nothing	63.64%	49
Phone call to discuss your child's needs	19.48%	15
Information sought from you by Local Authority transport service (CTU or SEND team)	15.58%	12
Driver/escort meeting you beforehand	3.90%	3
Driver/escort meeting your child beforehand	3.90%	3
Other (please specify)	14.29%	11
<b>TOTAL</b>		<b>93</b>

This remained the same as 22/23 with 64% of the respondents said that no preparations were made for the driver/escort to care for the child's needs while they were transporting them. This was higher than the 50% reporting no preparation in 2017.

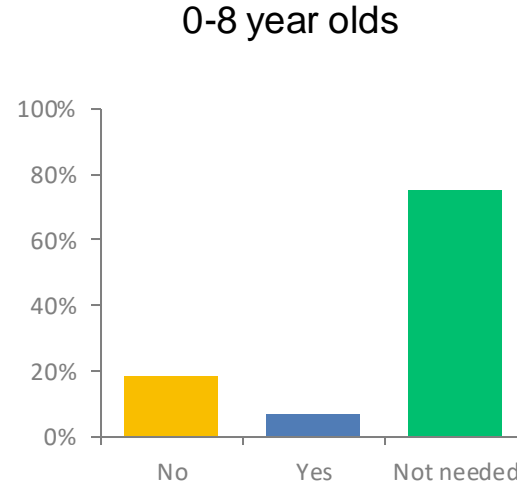
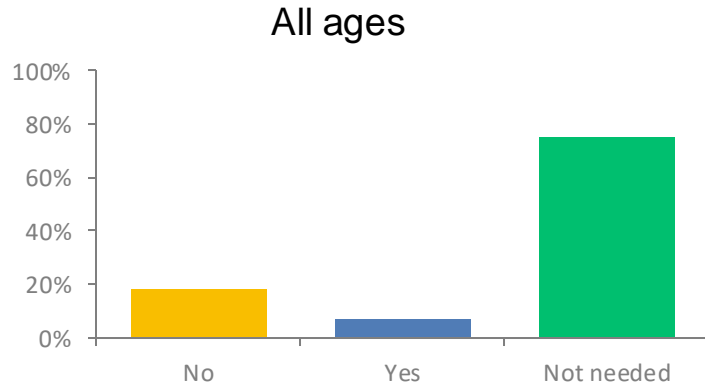
## Q8: What preparations were made for the driver and escort (where applicable) to care for your child's needs ahead of back to school in September 23 ?

Respondent's comments:

- Driver and escort were same as previous year so no arrangements necessary once we knew this.
- I had requested parental mileage for 2yrs. In the absence of anything, I requested parent to support in taxi. WBC ignored and put in place transport assistance. This broke down within a couple of days. There was no planning or preparation for the child and inadequate planning altogether.
- I contacted WBC to explain my concerns.
- Known driver. We were informed by text by the taxi company that our driver remains the same.
- Text from escort and email from company confirming arrangements
- The driver and escort hardly speak English
- No need as same driver as previous years
- driver also called to confirm time
- I think we had brief comms with the taxi driver directly
- I applied / requested myself and was granted transport
- Threats and demands to go to court!

## Q9: If needed, is your child supplied with a car seat by the transport company ?

Answered: 77 Skipped: 7

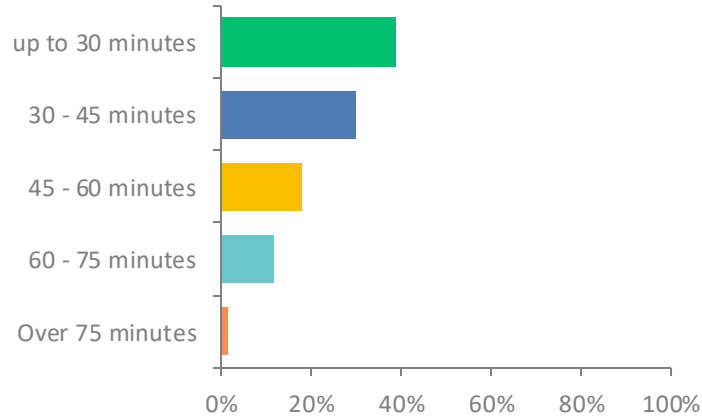


Of the 19 children requiring car seats 5 (26%) were provided by the transport company. Within the 0 – 8-year age group 8 children required car seats 4 (50%) were provided by the transport company an improvement on the 17% in 2022.



# Q10: How long does your child normally spend in the transport from being picked up to arriving at school ? (Minutes, excluding exceptional circumstances such as roadworks, bad weather etc))

Answered: 77 Skipped: 7

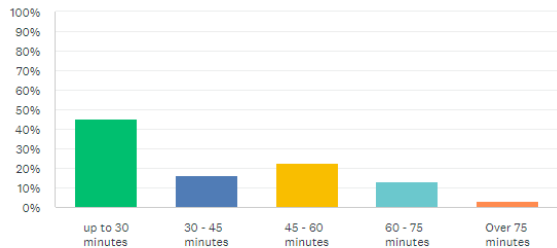


ANSWER CHOICES	RESPONSE S	
up to 30 minutes	38.96%	30
30 - 45 minutes	29.87%	23
45 - 60 minutes	18.18%	14
60 - 75 minutes	11.69%	9
Over 75 minutes	1.30%	1
TOTAL		77

The majority of children are travelling for up to 60 minutes each way to/from school each day. There is an increase in the percentage travelling up to 30 minutes and decrease in those travelling for longer times vs 2022.

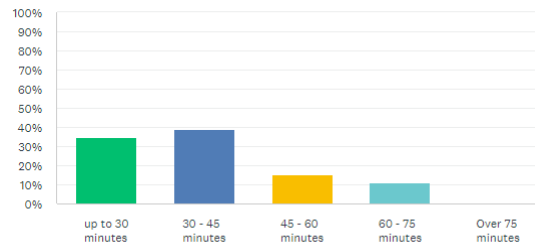
# Q10: How long does your child normally spend in the transport from being picked up to arriving at school? (Minutes, excluding exceptional circumstances such as roadworks, bad weather etc)

## 0-11 years old



ANSWER CHOICES	RESPONSES
▼ up to 30 minutes	45.16% 14
▼ 30 - 45 minutes	16.13% 5
▼ 45 - 60 minutes	22.58% 7
▼ 60 - 75 minutes	12.90% 4
▼ Over 75 minutes	3.23% 1
<b>TOTAL</b>	<b>31</b>

## 12 – over 18 years old




ANSWER CHOICES	RESPONSES
▼ up to 30 minutes	34.78% 16
▼ 30 - 45 minutes	39.13% 18
▼ 45 - 60 minutes	15.22% 7
▼ 60 - 75 minutes	10.87% 5
▼ Over 75 minutes	0.00% 0
<b>TOTAL</b>	<b>46</b>

39% of 0–11-year-olds are travelling over the recommended 45 minutes to school each day. One child over 11 years old is travelling over the recommended 75 minutes per day.

# Q11: How happy are you happy with your current driver ?

Answered: 77 Skipped: 7



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
	7.79%	3.90%	1.30%	23.38%	63.64%	77	4.31
	6	3	1	18	49		

**Driver star rating = 4.31 - overall the satisfaction Driver rating has increased since 2022 (3.76 in 2022)**

49% rated the driver as 5 star (44% in 2022 and 48% in 2017)

12% rated the driver as only 1 or 2 star (16% in 2022 and 18% in 2017)

## Q11: How happy are you happy with your current driver ?

Respondents comments:

- He's on time, and no complaints received from the three youth.
- Driver has been courteous and understanding of our child's need for quiet in the car and helps with getting their bags out at the end of the journey. He always greets them but doesn't pressure them for a response.
- Each day we had different taxi drivers so it was hard to know who would be collecting
- Prompt, polite
- Patient and good communication.
- Very, because I drive my child - previously we had real issues with WBC taxi's
- Pleasant, female driver. Usually on time in the morning.
- Taxis are often late or on several occasions not turned up. We have a different driver most days for collection from Home and the provision. I cannot comment on one Driver as we never know who will turn up. .
- With the exception of one year in the last seven years, we have had the same taxi provider since 2017. The owner is brilliant at communicating and his drivers are very supportive. We have the same driver every day.
- The one year the contract was given to Green Metro was terrible. Poor drivers, no respect, poor communication.
- Very polite and helpful. Would be great if he was a tiny bit earlier, but I think it might be the boy we share with runs late :)
- Very happy. Both the driver and the escort fully understand and appreciate my child's needs. They are very understanding and very accommodating.
- He gets on well with our child. He is friendly and makes the journey easier
- She seems very nice, but at the moment is often late arriving in the morning. She also sometimes refills with petrol on the journey back from school which means my child arrives home later.
- Reliable, good communication if running late. Son very happy with driver/escort
- Last week he almost ran my son over, we had to bang on the car to make him stop. This is the worst of many issues

# Q11: How happy are you happy with your current driver ?

Answered: 77 Skipped: 7

- Pickup varies up to 15 minutes. Pickup from school similarly varies up to 30 minutes
- She is great, friendly & my son likes her.
- Very friendly and understanding- just great
- Very happy with usual driver. Good communication and very punctual
- There was a driver for a couple of days. However the problems experienced entirely relate to WBC actions and inactions, including placing a child with no preparation, against parent advice, against all known SEND needs in a vehicle with three other passengers plus assistant and driver, where many problems occurred. All these were entirely preventable failings.
- He is a lovely man and he txt me every morning at 7.30am to ask if he is needed to collect my son or not very nice man
- On time. Safe driver.
- Reliable, friendly and established great rapport with the child
- Driver just changed
- Only just changed driver 3 weeks ago, Seem polite and helpful
- He is friendly, has build a positive relationship with my child and accommodates his needs. He is occasionally late to collect.
- Friendly, calming
- He interacts very well with the children. He is flexible - allows my child to have a snack in the car due to the long drive they have to bear. Most of all, he communicates well with us and is very friendly and approachable.
- Very patient and understanding
- Very happy! Manny is helpful, cheerful and an excellent driver.
- Feel safe and friendly
- Driver is lovely and informs us of any issues/delays etc
- He's friendly, chatty, plays radio stations our child likes and is a very careful driver.

## Q11: How happy are you happy with your current driver ?


Answered: 77 Skipped: 7

- I cannot answer this as it is so inconsistent that you get different drivers most days.
- We are with Green Metro, The current driver is great and the previous driver was great (might have been late a couple of times?). Previously my son was on the bus with ASR Travel - we love them - Driver is a top bloke!
- They are pretty much on time every day - however I did have to request to them if they are running late to contact me, communication needs to be improved, between cab company / taxi and parents.
- Let us wait and see!!!!!!
- Driver is great
- He is lovely.
- The current driver is excellent. Polite and helpful
- Smiley and kind man.
- He is reliable and trustworthy
- Very Nice and disciplined driver.
- They're pleasant but do moan a lot about the kids in the shared transport.
- He's very friendly and very welcoming.
- He is so good with the children always on time
- It's the second driver we have had and he is reliable and considerate. Also our son really likes him
- He is great and flexible - we communicate well if there are delays or he needs to pick son up slightly earlier due to other commitments
- I am happy with the current driver and PA. I just feel that they never arrive at a set time and can quite often be late.
- The driver is helpful and will inform us by phone if there is any unpredictable issue happened.
- Communication is a big problem, when communicating a change in school routine for example, not always understand what they are told and we ended up with our daughter uncollected in the morning on a few occasions (during school strikes)

## Q12: If applicable, how happy are you with your current escort ?

Answered: 42 Skipped: 42



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
	7.14%	7.14%	9.52%	16.67%	59.52%	42	4.14
	3	3	4	7	25		

**Escort star rating = 4.14 - overall the satisfaction Escort rating has increased since 2022 (3.73 in 2022)**

60% of respondents rated their escort as 5 star (42% in 2022, 49% in 2017), 14% rated the escort as only 1 or 2 star (12% in 2022, 22% in 2017).

An increase in the star rating, but also a small increase in those rating the escorts as 1 or 2 star this year.

## Q12: If applicable, how happy are you with your current escort ?

Answered: 42 Skipped: 42

- Patient with my child
- Very, because I escort my daughter - previously we had real issues with WBC escort's
- Very happy. Both the driver and the escort fully understand and appreciate child's needs. They are very understanding and very accommodating.
- Reliable, good communicator, patient
- Hardly ever can be bothered to get out the car and doesn't speak English or talk to my child
- The escort are polite and helpful.
- Judy is amazing so kind and caring also very calm which our son really responds to we really hope it doesn't change again.
- She's friendly
- Let us wait and see....it has not been pretty.
- She is reliable and trustworthy
- Very Nice escort. Well mannered and understanding
- They're also pleasant but seem to not understand the whole point of the school taxi is for SEND children with behavioural issues
- He's very happy and welcoming. Very polite and talks to my child
- She's friendly, seems to get on well with the kids and is informative if anything amiss has happened.
- Friendly and approachable
- The escorts seem to vary so we don't know them
- very happy, my child likes her



## Q12: If applicable, how happy are you with your current escort ?

Answered: 42 Skipped: 42

- Does not speak any english
- Escort is family and polite
- Again very patient
- We don't need an escort with our current driver.
- Very happy indeed - escort is cheerful engaging and thoughtful - our son loves his trips to and from school
- Feel safe and friendly
- The escort is nice but finds it hard to manage 5/6 students in the taxi by herself. She doesn't interact with the children much either
- Very friendly and understanding- just great
- Unsure if they speak English. I've never heard them speak. Only the driver speaks.
- The failings are due to WBC failings entirely
- I am the escort
- Too soon to say, this is day 1.
- She has built a great relationship with my child and keeps him entertained on the journey. She keeps my child informed about planned absences.

## Q13: Please tell us about any experiences where you feel the driver and/or escort went above and beyond

Answered: 42 Skipped: 42

- On the first journey I accompanied our child. On the drive home Driver told me about the 3 day training he had from WBC to understand children's differing needs. He told me about other 'success' stories driving other children. It was very reassuring.
- My child can be particularly anxious in the mornings and can be difficult to get ready for school on time. The driver and escort are both very patient if we are running slightly late.
- Everyday, they are concerned for our child's well-being; when we were left stranded at the end of August 2023 by the transport authority they were concerned for our child's transport.
- Our driver is very accommodating. On the day our child only goes in for one lesson the driver waits for them (their choice) rather than return him at the end of the day. Child is the sole occupant so we are lucky.
- As per they above. They are very kind people who have shown a great deal of empathy and support towards child's and our situation. We are very appreciative of them both.
- Always kind and caring with my son. Happy to help with anything he can.
- Driver gave my daughter some crunchie bars as a Christmas present.
- When they communicate if they are going to be late. Son hates when they are late so I get the heads up to prepare him before hand.
- I've had to call the office and insist escort actually escorts but then she doesn't and the incident I referred to wouldn't have happened if she had been escorting my child!
- Nothing special
- Never
- I feel every day they do this we really couldn't ask for more and we really hope that it doesn't keep changing as it did previously.
- He is very flexible and if son is running late after school due to detention or a match - he will be happy to pick him up still provided there is enough notice. Same if he is running late or car going in for work - we amend to suit him too. It works both ways really well.
- No recently!!! It is all court actions.

## Q13: Please tell us about any experiences where you feel the driver and/or escort went above and beyond

Answered: 42 Skipped: 42

- He's always on time, he arrives before allotted pick up time as he knows my child will be late if he arrives at the scheduled time. He thinks ahead & we work together to make sure my child gets to school on time & picked up
- He is always very patient and kind. And calls to tell us when he is coming.
- They are brilliant
- They are outstanding professionals
- They would understand if there is any delay in my child coming up to the taxi. They would even call if they are getting late due to traffic
- Our child has started Special school this term and so far has driver and escort have been quite punctual and nice to them
- They are always happy and on time.
- If the driver bring our son home and there is no reply to the doorbell, they always come looking for me (generally in the garden). On the one occasion I wasn't there, they took my child with them to the next drop-off, then came back with him a little while later. They always report back what the teachers have said about our child and the day he has had.
- They always are on time and will always wait in case we are running a little late. They both are very pleasant people.
- Drivers always turn up on time, are well mannered, give me a wave at the door. They don't go above and beyond but are great.....always
- Compared to past service providers the driver and escort are very punctual and consistent each day and my daughter is happy travelling with them
- They are always helpful if we have tricky mornings - they will drive off to collect another child and will stop by to collect my son once he is happy. They give good feedback and are very supportive.
- Don't now what to say really apart from the driver is very friendly and an all round great guy
- Driver waited nearly an hour, whilst school was trying to calm a very overwhelmed child. In the end I went to school to collect my child but driver was very concerned and even messaged afterwards to hear if they were okay. Driver often drops me a text message to let me know that my child is at school and that the journey was good. That is going above and beyond to help me focus on other things during the day without worrying about them.

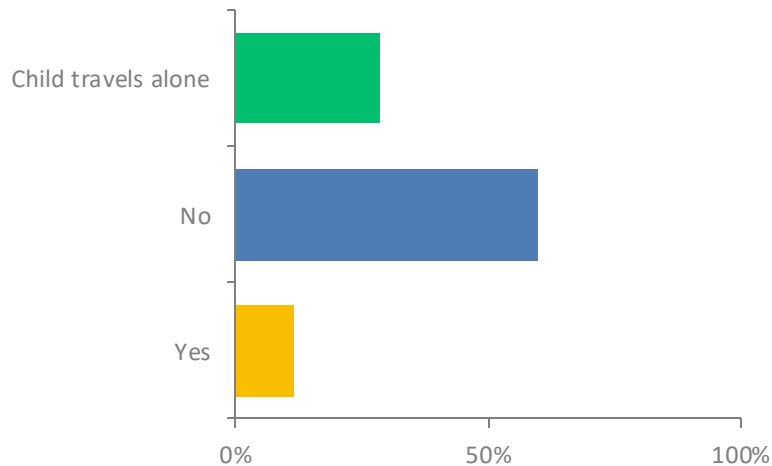
## Q13: Please tell us about any experiences where you feel the driver and/or escort went above and beyond

Answered: 42 Skipped: 42

- Marking my child's birthday with a gift
- None come to mind but they are consistently very good.
- Always happy and calm - really helps
- Driver uses the time they spend together in the taxi to talk to my child so they doesn't feel lonely. Driver provides communication between ourselves and childs teachers- driver would tell me if child had a bad day at school or in the taxi. Driver manages any melt down and de-escalates the situation if the 2 kids in the car are having a bad day.
- The escort always texts if there are any delays en route so we do not worry. She has singing sessions in the bus for our son and the other passengers - he really enjoys it!
- Waited a little longer

## Q14: Since September 23 have you ever had concerns about the behaviour of other children who travel in the same vehicle as your child?

Answered: 77 Skipped: 7



ANSWER CHOICES	RESPONSES
Child travels alone	28.57% 22
No	59.74% 46
Yes	11.69% 9
TOTAL	77

For those who travel with other children, 18% have concerns about the behaviour of other children in the vehicle, (12% in 2022 and 39% in 2017). This is an increase from 2022 and needs to be carefully monitored to ensure that budget pressures are not leading to inappropriate transport choices which in turn are causing behaviour issues on transport and may result in children arriving not ready to learn or refusing to go to school.

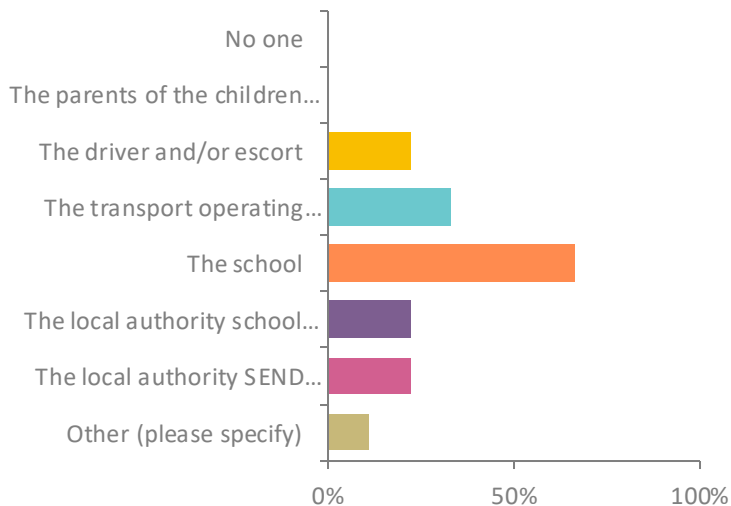
## Q14: Please tell us about your concerns regarding others on the same transport

### Respondents comments:

- A child throwing an object on transport resulting in a broken window. Due to an escort not sitting at the back of a minibus with the children, some kids are not stopped in time when issues occur. Children asking my child to do things she isn't supposed to resulting my child getting into trouble with the driver and assistant.
- It was a small issue which was resolved by the school
- Severity of issues with individuals and basic requirements for drivers and escorts
- Aggression and physical hitting by other pupil
- Strong smells from other passengers. Different Strong smells daily Swearing, rude language Older passengers travelling
- Child 1 sworn at. Child 2 targeted by escort and other pupils. Primary and secondary mixed in Child 1's taxi.
- Taxi not aware of epilepsy
- The taxi had too many children in with similar needs who bounced off each other and often caused a bit of friction. They arrived to school every day completely dysregulated, and the school had to contact the transport team to try and resolve the situation. 2 children were put in a separate taxi which helped a bit. However, there is 1 young primary school child in a taxi with 4/5 secondary children. This has caused issues as primary and secondary school children do not interact within the school. Therefore, I do not feel it appropriate to have a 6/7 year old in a taxi with 4/5 11/12 year olds. The school have discussed this with CTU but they cannot/will not put the primary child on a different taxi due to costs/resources. But they quickly found another taxi to move two of the other students on to?
- Bullying and teasing my son as he is very quiet and they are not children with same type of needs

## Q16: Who did you raise your concerns with ? (Tick all that apply)

Answered: 9 Skipped: 75



ANSWER CHOICES	RESPONSES	
No one	0%	0
The parents of the children involved	0%	0
The driver and/or escort	22.22%	2
The transport operating company	33.33%	3
The school	66.67%	6
The local authority school transport department (CTU)	22.22%	2
The local authority SEND Team	22.22%	2
Other (please specify)	11.11%	1
<b>TOTAL</b>		<b>16</b>

Other - In passing, not formally

Parents most often raise concerns about the behaviour of others in the transport with the school then Transport company directly.

# Q17: Please tell us about how your concerns were dealt with by each party you raised them with

Respondents comments:

- Driver - no changes made Operating company - not interested Local authority CTU - we were told they will speak to the Operating company but no feedback afterwards provided
- The child was spoken to and it has not been a problem again
- In passing as a comment, haven't documented any issues formally as they are minimal
- Discussed: Meeting held to work out how to resolve as taxi overcrowded
- School addressed. LA ignored
- Not dealt with
- The school agreed it wasn't appropriate to have one primary child in a taxi with senior students, especially when the seats face each other so the primary students swings legs and unintentionally kicks the person sat opposite, if anyone is sat next to the child they are very tactile which can upset and irritate the secondary students. The escort sits next to the primary child but a child has to sit opposite due to the seating. This often causes upset and issues. The escort has been spoken to about interacting with the children and supporting them, but I think she finds it very overwhelming to do that by herself with so many 'lively' characters.
- School addressed. LA ignored
- The council want my child to walk and catch a bus and don't understand that he is teased even on the current mini bus. They have no understanding of additional needs and say if they can walk to catch a bus then they are fine to catch a bus



## Q18: Please tell us overall how happy you feel that the issue was resolved to your satisfaction

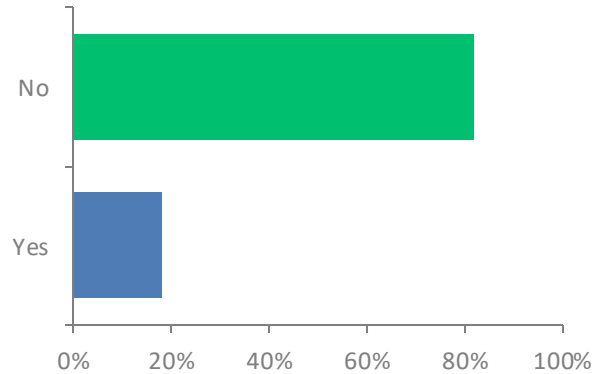
Answered: 9 Skipped: 75

# 2.4 out of 5

- No feedback provided after complaint, we were left in the dark, whether driver and escort have made any changes or not. Operating company's communication is not good standard. Driver and escort in need of more training regarding Autism and other special needs and disabilities.
- It was dealt with the day it was raised
- Everything is good, bar the driver and escorts comments re: behaviour of pupils in the shared transport.
- WBC are attempting to take this child off taxi transport, so that they can pay me parental mileage for a different child
- LA failed to consider detailed SEND reports and EHCP
- CTU obviously have limited taxis, drivers, escorts and funding. However, I do not feel that they assess the suitability of the children who are travelling together and the type of vehicle and the complications that can arise due to this. If the taxi had all forward-facing seats and potentially a second escort it would be much easier to manage to the children
- The council have shown a complete disregard of my child's additional needs

## Q20: Since September 23 have you ever had concerns about the behaviour or driving/safety of the driver or escort ?

Answered: 77 Skipped: 7



ANSWER CHOICES	RESPONSES	
No	81.82%	63
Yes	18.18%	14
TOTAL		77

18% of respondents have had concerns about the behaviour or driving/safety of the driver or escort, (20% in 2022 and 25% with concerns in 2017).

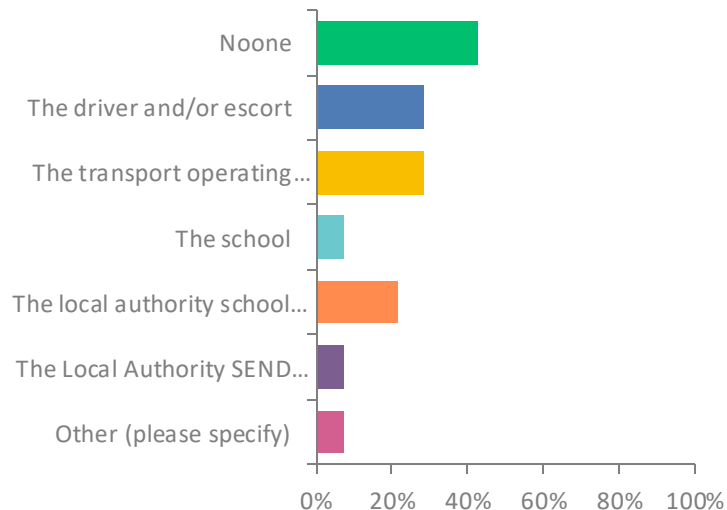
## Q21:Please tell us about your concerns about the driver and/or escort

### Respondents comments:

- This was reported to the company and swiftly dealt with. We have a different driver now.
- One driver left our child on the doorstep another time the child was left to cross a road on their own.
- I have observed the drivers and escorts on their mobile phones even they are stationary. No interaction with the children.
- There have been a couple of occasions when my child has described the driver having to brake sharply (she said she swore under her breath) and on one occasion she said she went through a red light at a pedestrian crossing.
- I saw him drive around closed road sign and go down the road anyway, Sindlesham mill. Drives to fast with loud Asian music blaring in the car which neither passenger would appreciate - told my husband before he was hungover!
- Late
- one time it was a different driver
- No concerns. They are really good
- Child reports driver driving through flooded ford. Other drivers honking at her
- Some of the drivers use their phone whilst driving.
- The usual driver was off and had a temp. But the usual driver phoned to let me know they would be late. She then reversed twice into the council owned fence in front of my house. I did contact the council regarding this but have had no update. The other time the usual driver was off once again he rang to let me know the temp driver would be late. They were 50 minutes late.
- Some time they had a supply driver who did not know the child, and the area. taking longer to get to college. frustrating the child
- Student arrived home distraught. Driver going too fast, ran an animal over and left it in the road without checking if it was ok. Driver going too fast in a narrow lane, just missed a ladies car. Driver left students in the car to do his shopping.
- Driving to fast

## Q22: Who did you raise your concerns with ? (Tick all that apply)

Answered: 14 Skipped: 70



ANSWER CHOICES	RESPONSES	
Noone	42.86%	6
The driver and/or escort	28.57%	4
The transport operating company	28.57%	4
The school	7.14%	1
The local authority school transport department CTU)	21.43%	3
The Local Authority SEND team	7.14%	1
Other (please specify)	7.14%	1
TOTAL		20

Parents most often raise concerns about the driver/escort directly with the driver/escort or with the Transport company directly. As highlighted previously, there is an opportunity to develop a feedback mechanism to ensure that CTU are made aware of any concerns to so that this can be taken into account when commissioning services ongoing.

## Q23: Please tell us about how your concerns were dealt with by each party you raised them with

Respondents comments:

- Please see 16.
- We received an apology and told the company would not do it again.
- School have tried but have their eyes on drivers.
- I didn't raise them as I understand that everyone makes mistakes driving from time to time. If they continue then I will feel the need to raise this.
- I've raised them with the taxi company they are well aware of my experience. They apologise!
- Poorly
- I didn't
- None
- We have not raised it as unsure of truth
- I did not raise the as I did not know who to raise them to.
- The usual driver asked for photos of the damage to fence and said he would let his boss know. I sent CTU an email with photos and they said they would deal with it ( that's the last I heard. I had a phone call from the drivers boss who asked for photos of damage and also to send him the pinned location. I explained to him the driver and council have photos and the fence is right outside my property so I don't understand why he wanted a pinned location. Also he was extremely rude / racist about his driver's which I did not appreciate. The second time where the taxi was 50 mins late I called the school who said they would call the taxi company and I also called CTU. They asked to send them an email with all the information which I did. I had an email back that evening with a response from the taxi company which they seemed like they did not tell the truth and blamed another child. When my son was not the only child in the taxi on pick up
- They are very helpful and always try to meet the needs of the child.
- School Express apologised and spoke directly to the driver on each occasion, eventually seeking a replacement.
- Not dealt with

## Q24: Please tell us overall how happy you feel that the issue was resolved to your satisfaction

Answered: 14 Skipped: 70


# 1.95 out of 5

- I don't ride in the taxi, I'm reliant on students notifying us. We have a new driver. Possibly too soon to comment.
- The welfare of the child was not taken into consideration and the fact that a second incident happened after the first.
- It's the truth. People are always too busy
- I answered in the middle as I haven't raised this, so it hasn't been resolved.
- it was resolved. it was a one off.
- It seemed like the council did not take me seriously. My son missed a full lesson due to the taxi company's lack of communication they should be better prepared for instances where the usual driver has emergency's or off sick.
- I feel the drivers were unaware that the students all had different problems. It was a shame a driver had to lose his living when in fact he'd had no training on how to perform his/her role professionally. All the students were afraid of getting into the taxi with a strange man. None of the students knew each other and have travelled daily in silence for a long time. Ideally, some introductions prior to the beginning of term would have been a helpful beginning for all concerned. I tried to facilitate an introduction of parent/ students and gave permission to use my email/mobile number but this wasn't deemed acceptable. Having spoken to parents since they felt it would have been a great help for their children.
- Unsafe driving

## Q26: How would you rate the TRANSPORT SERVICE PROVIDED BY the LOCAL AUTHORITY (Wokingham Borough Council) ?

Answered: 71 Skipped: 13



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
	4.23%	8.45%	12.68%	30.99%	43.66%	71	4.01
	3	6	9	22	31		

4.01

## Q27: How would you rate the TRANSPORT PROVISION provided by the transport provider (taxi company etc) ?

Answered: 72 Skipped: 12

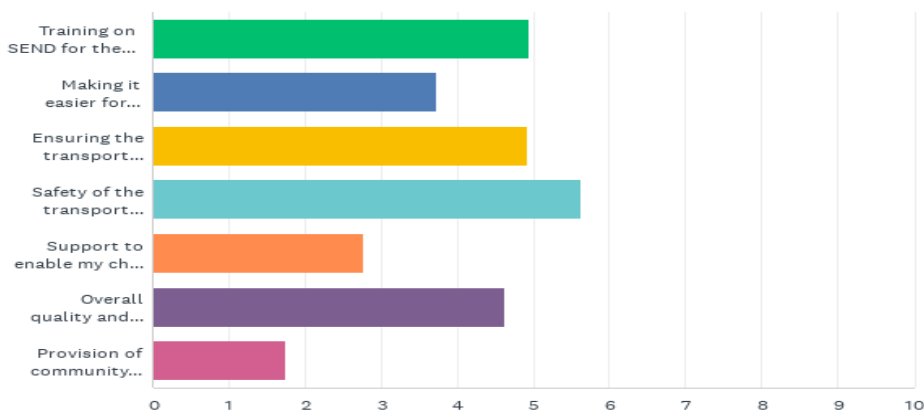


	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	8.33% 6	8.33% 6	12.50% 9	25.00% 18	45.83% 33	72	3.92



# Q28: Please rank your priorities for Home to School Transport with 1 being the most important and 8 being the least important

Answered: 69 Skipped: 15



## Top 3 Priorities:

1. Safety of the Transport provided
2. Training in SEND for the people providing the transport
3. Ensuring the transport provided is appropriate and suitable for my child's needs

	1	2	3	4	5	6	7	TOTAL	SCORE
Training on SEND for the people providing the transport	26.15% 17	16.92% 11	18.46% 12	16.92% 11	12.31% 8	4.62% 3	4.62% 3	65	4.95
Making it easier for parents to raise any issues or concerns with their transport	1.54% 1	15.38% 10	18.46% 12	10.77% 7	33.85% 22	13.85% 9	6.15% 4	65	3.74
Ensuring the transport provided is appropriate and suitable given my child's needs	14.93% 10	20.90% 14	26.87% 18	23.88% 16	7.46% 5	4.48% 3	1.49% 1	67	4.93
Safety of the transport provided	41.79% 28	20.90% 14	13.43% 9	13.43% 9	4.48% 3	4.48% 3	1.49% 1	67	5.63
Support to enable my child to travel independently eg Independent Travel Training	3.03% 2	4.55% 3	4.55% 3	13.64% 9	19.70% 13	37.88% 25	16.67% 11	66	2.77
Overall quality and reliability of the transport provided	16.67% 11	24.24% 16	16.67% 11	12.12% 8	13.64% 9	10.61% 7	6.06% 4	66	4.62
Provision of community transport for socially isolated resident	0.00% 0	0.00% 0	4.62% 3	6.15% 4	7.69% 5	21.54% 14	60.00% 39	65	1.74

## Q28: Please feel free to provide any other comments related to school transport

Answered: 69 Skipped: 15

- Our current driver and escort have been great. My child is reluctant on most days to attend school due to various needs, however, I have trust that my child is safe in the taxi and this is reassuring for us.
- There has been one occasion when the driver was unable to collect my child from school in the afternoon - the driver had notified the taxi company in advance of this situation. For whatever reason the taxi company did not provide an alternative taxi and (female) driver and my child was therefore not collected. I was not notified of this situation until child's school called me. The taxi company did NOT keep me informed regarding a replacement driver/taxi. I spent a frantic hour not knowing where my daughter was, as school had closed for the day (and they had not phoned either to say whether she had been collected). Taxi company eventually confirmed pick-up and daughter was heading home. She was in a taxi with an unknown MALE driver and on her own!!! My daughter does not have a mobile phone and would not be able to manage in an emergency situation due to her learning difficulties. Thankfully this has been an isolated incident and one I would not want to go through again, very very stressful. Wokingham Transport were emailed and spoken to about this on the same day. This is not a reflection on our usual taxi driver whom we are very happy with.
- While CTU have been responsive. When I have reported issues with late taxis or taxis not turning up the response is 'we will remind the taxi company' and we get an apology but nothing really changed. However the continued issues had led to my child now not being able to access the taxi meaning a parent has to transport. There has been a loss of provision some days this cannot happen. The uncertainty caused by the inconsistencies in service have created so much anxiety and meant the child was often unable to arrive at their provision.
- We feel very lucky to have had an excellent transport provider throughout secondary and post-16. We realise not everyone has this experience though. It really helps to have the same provider each year as it builds trust and improves communication. We also believe parents need to do their bit in preparing and encouraging their children to use the transport. Respect works both ways. The only real negatives include the year the contract was given to another provider and the application process each year- that can be quite stressful as you never know if transport will be taken away. There was one year when the admin was terrible and we didn't find out the provider until the week before start of school, and then we were given the wrong provider details. That was also the year we had a different provider. Our son is due to move college this September and we can already feel the anxiety about applying under the new policy and the potential for a new provider.

## Q28: Please feel free to provide any other comments related to school transport

Answered: 69 Skipped: 15

- Very grateful for the service, thank you.
- We are very happy with the current service. The escort and driver are particularly well matched to us (our son) and we are very grateful to them both.
- Overall the taxi company have been good in understanding that my daughter needs the same driver each day, and usually remembers to let us know in advance if there has been a change in driver/car. They also tend to follow up with a photo of the different driver.
- Having a reliable transport for children with SEND is very important. If something goes wrong or changes happen then good communication is needed to prepare our children to make sure they continue to have safer journey to school when this can dysregulate them. I have had disruption in the past through poor organisation and communication from Wokingham Council which resulted in sons behaviour not being safe to travel when he was quite capable when communication is good and organised like it is currently.
- You can't get hold of anyone in transport SEND, no point calling or contacting
- Concerns that the taxi service picks up the children very early and then leaves them unsupervised, at school, 15 minutes before the children are allowed into Inclusion area (which opens at 8.15am) and 30 mins early vs the rest of the school This has been raised multiple times by the school given this is breaching the transport firm's duty of care but no adjustments have been made
- A review needs to be had when a child has been kept back a year and will be 17 before they leave year 11 they should still qualify for free
- Firstly, question number 18, this is a survey for transport and in particular SEND? Then you should know that no. 18 with the 1 being the most important & 8 being the least is a bit of a nightmare for someone who is dyslexic, why didn't you use the same easy form as previously, it's made it so much harder to complete the survey. I have yet to see a single ID badge / lanyard.. I have bought this up with the transport company, and transport at LA. My question to the LA was, "who monitors that the safeguarding training of the designated transport is up to date and followed" and "who monitors the monitors"? because someone isn't doing their job if the drivers and chaperones /PA aren't wearing identification clearly to be seen.
- Child has had the same driver for the last 3 years & we only struggle when & if he needs time off. But even when we have covering drivers they are professional & try to ensure my child gets to school on time.
- My son is the first passenger picked up and the last one; I wish the Transport Unit would explain to the other parties that this is unfair. I want to, either way, my son is the first to be picked up and the first dropped off, or the last picked up and the last being dropped off.

## Q28: Please feel free to provide any other comments related to school transport

Answered: 69 Skipped: 15

- Although we have no issues with the driver and escort, the transport company themselves have been unreliable at times. On a few occasions they have changed either the driver or escort without giving us any notice and without providing us any details of the person on the day. This can be frustrating as our child is not comfortable travelling with people they do not know and we also don't feel comfortable sending our child away with somebody we've never met and also has no ID or proof of security checks.
- Our only issues have always been the same: we don't find out about what the arrangements are until a few days before school starts in September; and sometimes (but not recently) the changes have meant much longer and less convenient travel times for our son. But now they seem to have the routes sorted out and that stability is welcome.
- There is not flexibility in the system. We have a funeral in a week's time but cannot get the taxi to pickup from another address as a one-off. SEND transport say it is up to the taxi company and won't/can't help
- We know how to communicate with WBC. WBC simply ignore emails, agreements made in meetings, the law, parental and child wishes.
- There has been a lot of disruption in recent past with transport providers (some turning up late constantly, some not turning up at all, etc). The current providers who I believe are School Express have been consistent and reliable and we have been happy with their service.
- I believe it should be mandatory for taxi drivers to meet the child & parents before the first day of use to build up a relationship. Taxi company's should also have 'backup plans' on who would take the children to school if the usual driver is off for whatever reason. This plan should have to be provided to the LA.
- Escorts & Drivers should all receive SEND training to be able to manage and understand our children's needs.
- Wbc are wilfully ignoring expert advice, ehc information, parents. Parents do send emails WBC ignore. Complaints achieve nothing. Meetings are lip service.
- It is so important to have continuity of service where possible as my child struggles with change. Also to have advance notice from the taxi company whenever there is a change to the driver or escort.
- Would be good to be informed if taxi running late!
- Nothing more from me.
- Very happy with the service