



Home to School Transport Survey January 2025

Background

SEND Voices Wokingham, the independent Parent Carer Forum (PCF) for Wokingham Borough, were asked by Wokingham Borough Council Children's Services Overview & Scrutiny Committee to repeated the SEND Home to School Transport survey completed for the academic year 24/25. This follows changes to the post-16 transport policy that was implemented in September 2024.

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 personal travel budgets (PTBs), which is 600 children/young people. The survey ran from 28th January to 28th February 2025 enabling us to capture results of back to school in September 2024, the time of year when historically, most transport issues have arisen.

There were 80 responses which represents 13% of the Wokingham Borough cohort who are receiving school transport either within Wokingham or to school outside of the borough. The number of responses was in line with last year, however these results represents a smaller percentage of those receiving transport this year. The survey results section contain ALL respondents comments, names have been removed to avoid identification.

Highlight Summary:

Areas showing improvement:

- **Preparation** for the start of the school year.
- **More concerns being raised directly to WBC** so that this can be taken into account when commissioning services ongoing.
- Decrease in the number of **0–11-year-olds who are travelling over the recommended 45 minutes** to school each day.
- **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.
- Concerns increasing about the **behaviour of other children** travelling in same transport, indicating that correct transport may not be being allocated correctly. This has risen for the 3rd year in a row.
- **Rating for both drivers and escorts** has dropped this year.
- **Issue/complaint resolution concerns.**

Summary of Results

There was a small improvement in preparations at the start of term with a decrease to **61%** saying **no preparations were made for the driver/escort to care for the child's needs** while they were transporting them (64% for 23/24 and 22/23).

Of the 13 respondents saying there was a **requirement for a specialist car seat or harness**, only 1 was assessed. Some concerns raised about driver knowledge of using harness correctly raised (multiple changes of driver)

Driver star rating = 3.8 - overall the satisfaction Driver rating has decreased since last year (4.3 23/24, 3.76 in 22/23)

44% rated the driver as 5 star (49% 23/24, 44% in 22/23)

19% rated the driver as only 1 or 2 star (12% 23/24, 16% in 22/23)

Escort star rating = 3.6 - overall the satisfaction Escort rating has decreased (4.1 23/24, 3.7 22/23)

61% of respondents rated their escort as 5 star in line with last year (60% 23/24, 42% in 22/23)

24% rated the escort as only 1 or 2 star (14% 23/24, 12% in 22/23). A significant 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 remained constant. 18% of respondents have had concerns about the behaviour or driving/safety of the driver or escort, (18 % 23/24, 20% in 23/22)

Top 3 **Priorities for parents** regarding SEND transport are - 1st **Safety** of the Transport provided, 2nd **Training in SEND** for the people providing the transport, 3rd Overall **quality and reliability** of the transport provided. Safety of the transport remains the #1 priority for a third year and once again support to travel independently was ranked 6 of 7.

Summary of Results cont.

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

For those who travel with other children, **21%** have concerns about the behaviour of other children in the vehicle, (18% 23/24, 12% in 22/23). This is an increase from the previous 2 years 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. Parents most often raise concerns about the behaviour of others in the transport with the school then transport company directly and CTU. There is a low satisfaction rating with how the issues are resolved.

Where there are **concerns about the driver/escort**, parents most often raise concerns about the driver/escort with the school or with WBC Corporate Transport Unit (CTU). It is positive to see that CTU are being made aware of issues so that this can be taken into account when commissioning services ongoing. The level of satisfaction with how issues are resolved can be improved, this has significantly dropped since 23/24.

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 45-60 minutes. Those travelling for longer has shown a small decrease.

There is a decrease in the number of 0–11-year-olds are travelling over the recommended 45 minutes to school each day to **21%** (39% in 23/24). One child over 11 years old is travelling over the recommended 75 minutes per day.

Rating for the **Transport service provided by the Local Authority remained in line with previous years** = 3.9, 61.7% (4.0 23/24, 3.8 in 22/23). The rating 4 or 5 stars has dropped from to **61.7%** (75% last year)

Rating for the **Transport provision provided by the transport provider** (taxi company etc) **has decreased slightly** = **3.8** (4.0 23/24, 3.9 22/23), **57.3%** rating 4 or 5 stars (70.8% last year)

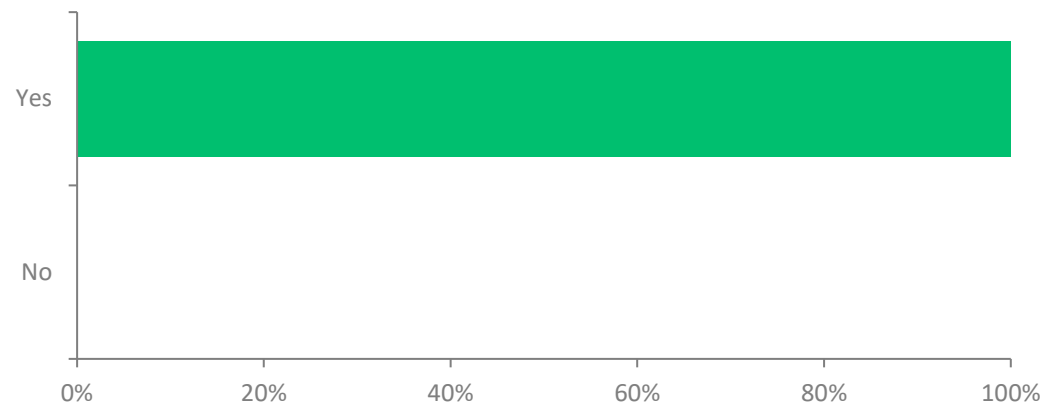
A small number rate the service provided by the LA and transport provider as 1 and 2 star

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)?

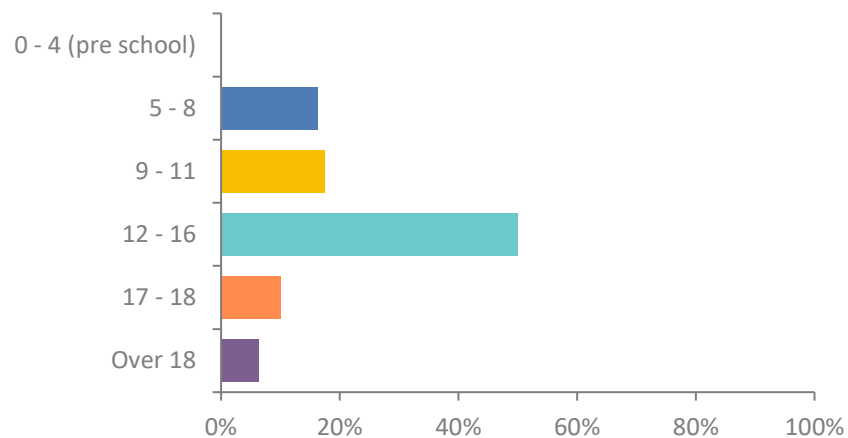
Answered: 80 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	80
No	0.00%	0
TOTAL		80

Q3: How old is your child / young person

Answered: 80 Skipped: 0

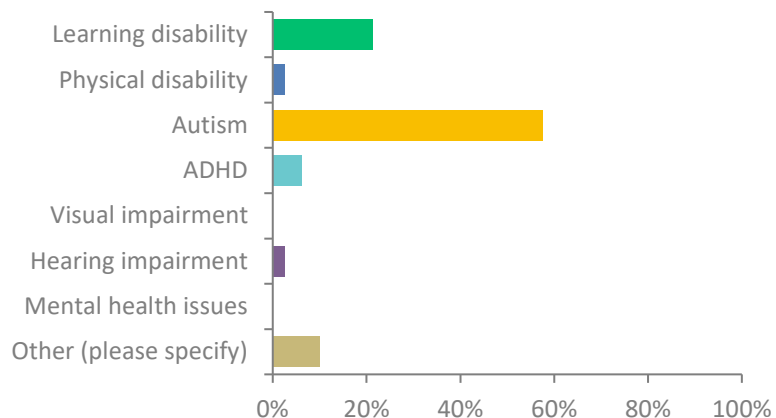


ANSWER CHOICES	RESPONSES	
0 - 4 (pre school)	0.00%	0
5 - 8	16.25%	13
9 - 11	17.50%	14
12 - 16	50.00%	40
17 - 18	10.00%	8
Over 18	6.25%	5
TOTAL		80

There is representation across all age groups except 0-4 year olds

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

Answered: 80 Skipped: 0



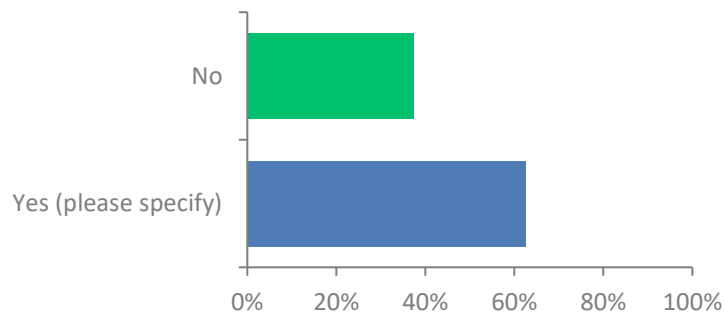
Others:

Downs syndrome, Speech & Language Learning Disability, Physical disability, Hearing impairment, Autism, ADHD, Mental health

ANSWER CHOICES	RESPONSES	
Learning disability	21.25%	17
Physical disability	2.50%	2
Autism	57.50%	46
ADHD	6.25%	5
Visual impairment	0.00%	0
Hearing impairment	2.50%	2
Mental health issues	0.00%	0
Other (please specify)	10.00%	8
TOTAL		80

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

Answered: 80 Skipped: 0

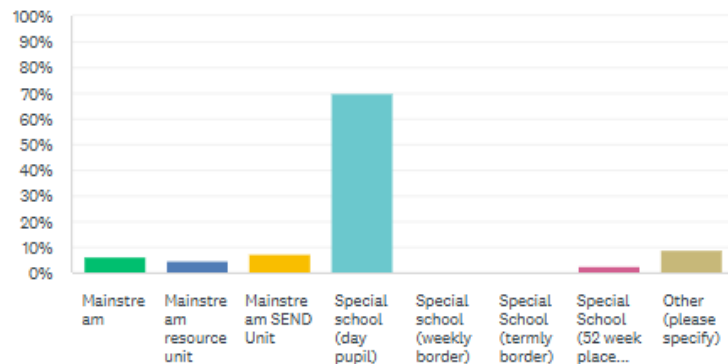


ANSWER CHOICES	RESPONSES
No	37.50% 30
Yes (please specify)	62.50% 50
TOTAL	80

Autism (11), Sensory Processing Disorder (9), Dyspraxia (1), DCD (1), ADHD (15), Mental Health (8), Learning Disability (11), Complex Health (1), Epilepsy (3), Dyslexia (2) physical disability (1), Non-verbal (4), Speech & language (1), Hypermobility (2), Genetic (1), Complex SEND (1), AFRID (1), PTSD/Trauma (3), Dev delay (3), SEMH (1), CP (1)

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

Answered: 80 Skipped: 0

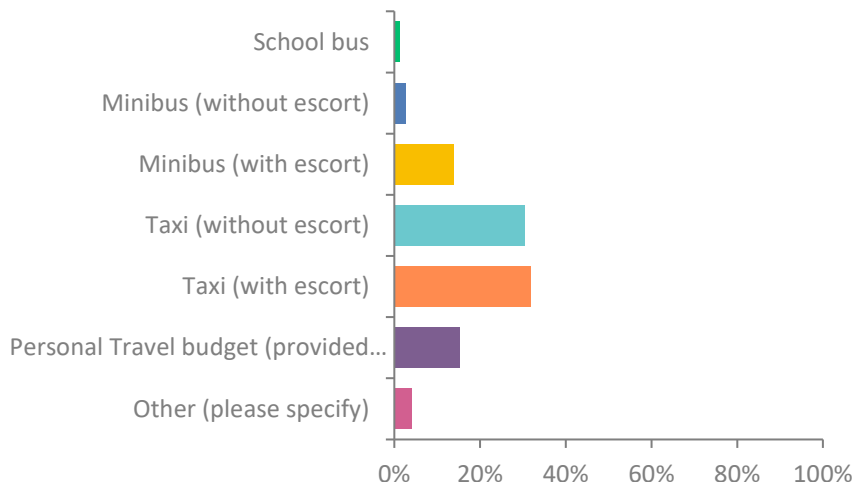


ANSWER CHOICES	RESPONSES	
Mainstream	6.25%	5
Mainstream resource unit	5.00%	4
Mainstream SEND Unit	7.50%	6
Special school (day pupil)	70.00%	56
Special school (weekly border)	0.00%	0
Special School (termly border)	0.00%	0
Special School (52 week placement)	2.50%	2
Other (please specify)	8.75%	7
TOTAL		80

Other: AP (2), EOTAS (1), SEND unit/AP (1), independent special school (1), therapeutic setting (1)

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

Answered: 72 Skipped: 8



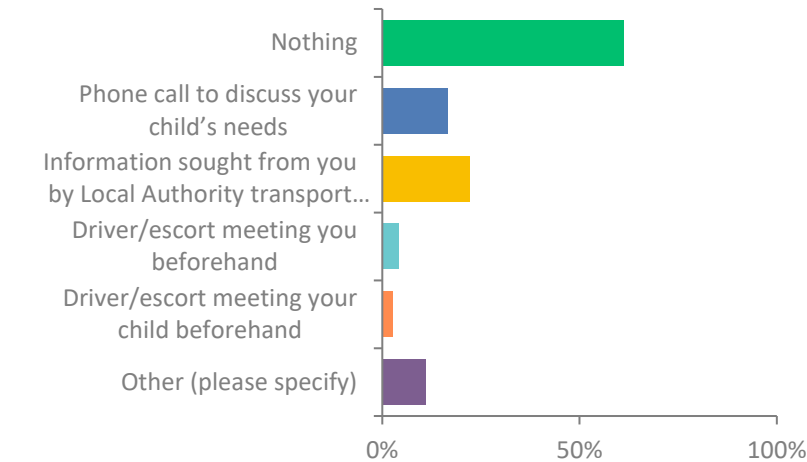
ANSWER CHOICES	RESPONSES	
School bus	1.39%	1
Minibus (without escort)	2.78%	2
Minibus (with escort)	13.89%	10
Taxi (without escort)	30.56%	22
Taxi (with escort)	31.94%	23
Personal Travel budget (provided by WBC)	15.28%	11
Other (please specify)	4.17%	3
TOTAL		72

Other:

- I drive
- Currently we have no transport in place. Applied in August took till January 2025 to get an official order now at a stage two appeal

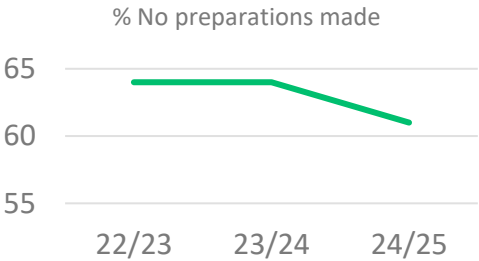
Q8: What preparations were made for the driver and escort (where applicable) to care for your child's needs ahead of back to school in September 2024? (Tick all that apply)

Answered: 72 Skipped: 8



There was a small improvement made with decrease in the % saying nothing was done in preparation (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 in 22/23 and 23/24)

ANSWER CHOICES	RESPONSES	
Nothing	61.11%	44
Phone call to discuss your child's needs	16.67%	12
Information sought from you by Local Authority transport service (CTU or SEND team)	22.22%	16
Driver/escort meeting you beforehand	4.17%	3
Driver/escort meeting your child beforehand	2.78%	2
Other (please specify)	11.11%	8
TOTAL		85



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 2024? (Tick all that apply)

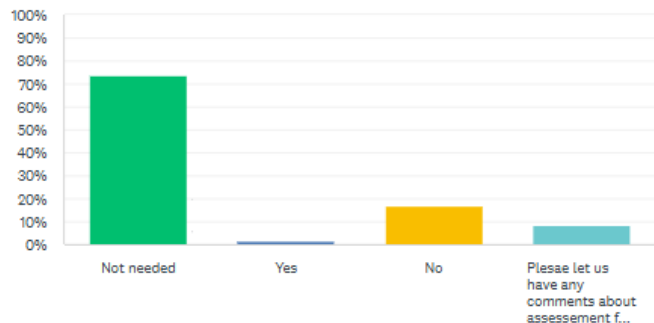
Answered: 72 Skipped: 8

Respondents comments:

- Had to complain when no assessment or training given for epilepsy and sent random escorts who knew nothing
- LA did a risk assessment but the driver said she did not read it and she made lots of mistakes which would not have happened if she had read it.
- Retained same driver for consistency
- New driver introduced himself on the first day and asked for my phone number as it was not given to him by the company
- An email from CTU confirming same arrangement as last year

Q9: If needed, was your child assessed for a specialist car seat or harness?

Answered: 72 Skipped: 8



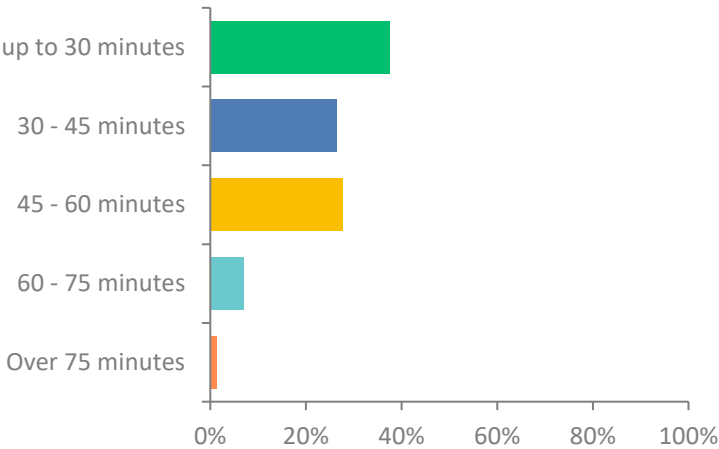
ANSWER CHOICES	RESPONSES	
Not needed	73.61%	53
Yes	1.39%	1
No	16.67%	12
Please let us have any comments about assesement for a specialist car seat or harness	8.33%	6
TOTAL		72

Respondents comments:

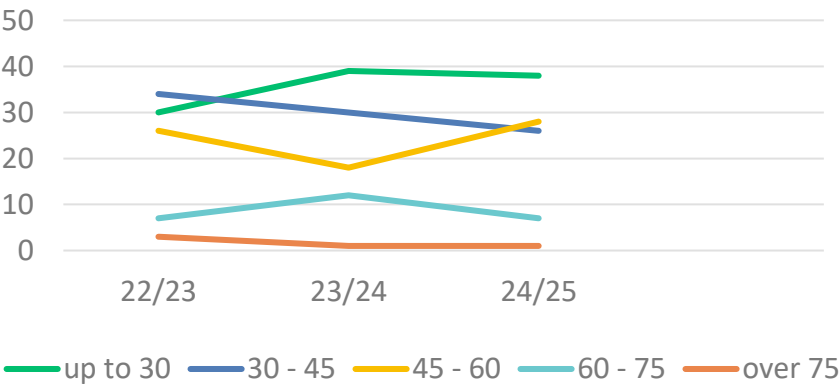
- A normal child booster seat was requested as he is small but it was not provided. He was sat in front without a booster seat and LA responded promptly assuring me he would get a booster seat but taxi never provided one. I told them he was not to sit in front without a booster seat so they let him sit in the back again without a booster.
- Wheelchair enabled mini van
- I had to get one myself
- It was approximately 4 weeks into starting school before my son was assessed for his harness. I believe the staff were due to have training, however we have had lots of different drivers and chaperones and their ability to know how to secure the harness seems to vary widely.
- I was told I had to provide a booster seat myself (I had to buy a spare one). No risk assessment was done in September. CTU added a new pupil to the taxi without informing me. This led to behaviour issues with the other child who was aggressive and foul mouthed. I had to insist on a new risk assessment and a harness for the other child. I was shocked that CTU did not think I should be informed in advance.

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: 72 Skipped: 8



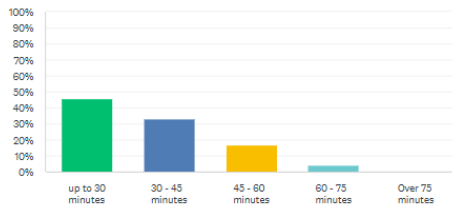
ANSWER CHOICES	RESPONSES	
up to 30 minutes	37.50%	27
30 - 45 minutes	26.39%	19
45 - 60 minutes	27.78%	20
60 - 75 minutes	6.94%	5
Over 75 minutes	1.39%	1
TOTAL		72



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 45-60 minutes. Those travelling for longer has sown a small decrease.

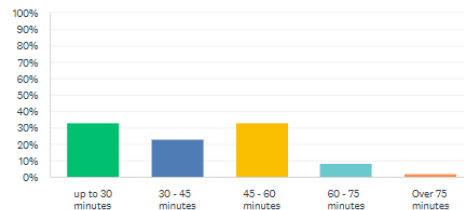
Q10: How long does your child normally spend in the transport from being picked up to arriving at school? (Minutes, excluding exceptional circumstances such as roadworks, bad weather etc)

0-11 years old



ANSWER CHOICES	RESPONSES
▼ up to 30 minutes	45.83% 11
▼ 30 - 45 minutes	33.33% 8
▼ 45 - 60 minutes	16.67% 4
▼ 60 - 75 minutes	4.17% 1
▼ Over 75 minutes	0.00% 0
TOTAL	24

12 – over 18 years old



ANSWER CHOICES	RESPONSES
▼ up to 30 minutes	33.33% 16
▼ 30 - 45 minutes	22.92% 11
▼ 45 - 60 minutes	33.33% 16
▼ 60 - 75 minutes	8.33% 4
▼ Over 75 minutes	2.08% 1
TOTAL	48

21% (39% in 23/24) 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 with your current driver ?

Answered: 72 Skipped: 8

3.8★

average rating



	VERY UNHAPPY	UNHAPPY	NEITHER HAPPY OR UNHAPPY	HAPPY	VERY HAPPY	TOTAL	WEIGHTED AVERAGE
★	13.56% 8	5.08% 3	16.95% 10	20.34% 12	44.07% 26	69	3.76

Driver star rating = 3.8 - overall the satisfaction Driver rating has decreased since last year (4.3 23/24, 3.76 in 22/23)

44% rated the driver as 5 star (49% 23/24, 44% in 22/23)

19% rated the driver as only 1 or 2 star (12% 23/24, 16% in 22/23)

Q11: How happy are you with your current driver ?

Respondents comments:

- The main driver is excellent and very understanding. My daughter finds it difficult when there are frequent changes to the driver. It would help greatly if we were advised when there changes were going to take place.
- He's always on time. Very helpful. Last driver was always very late. This driver a great man. My child enjoys the taxi ride to school.
- Taxi broke down and had no jump leads to start again. A neighbour had to help. Driver is nice though. Had to feed back that my son was last to be picked up from school daily to taxi manager - school reported this to me.
- I'm a good driver ;)
- Happy
- We don't have a single driver, they are constantly changing
- I'm very happy . I don't know why is not accepting when I press Very Happy star above.
- They are on time they talk to my child and are aware of my child's needs. My opinion is very different when we have a change in driver.
- They are punctual and always respond to any questions or messages sent.
- She is very friendly.
- Our child sometimes tells us of bad driving and that the driver (on one occasion) has Netflix on his screen whilst driving. This was the one taking him to Alternative provision on Mondays
- The driver is usually late and doesn't have any medical training, she says she's had zero information from School Express on the children she drives.
- Generally good but his arrival time is sometimes too early
- He always parks by the door and switches the engine off, which is safer and doesn't makes us feel hurried up
- Our driver and escorts are really good. In past we had few issues but happy with current driver and escort.
- Prompt, personable, reliable
- Since September we seem to have a new driver every week sometime daily different. Current driver has been here for 2 weeks
- Kind and courteous. Very friendly and understanding too.
- Minimal contact with him - don't know his name or phone number
- Most of the time is the same driver, this is good for my child
- The driver is extremely friendly and great at communicating, she clearly cares for our child and has his best interests in mind
- She is really caring and makes every effort to keep me informed of changes (as Alanis Travel and CTU do not do this).

Q11: How happy are you with your current driver ?

Respondents comments:

- They are both so kind and caring.
- The car is not a smoke free vehicle it has ash up the driver's side and smells strongly of cigarette smoke from 2ft away I am concerned for mine and other people's childrens well being
- he is polite, keeps my daughter engaged and allows her be herself. he communicates with us regularly,
- It has taken a while to get to a place specified above. There is still a huge lack of understanding of SEN needs, common sense and I have to say understanding what Safeguarding actually is.
- They did not read risk assessment. She keeps changing the meeting point. She asked to meet by a busy mini roundabout in a cycle lane and she shows no regard for cyclists or pedestrians and nearly knocked a cyclist off, without care, so I refused to use that place as a pickup point. She gives sweets to my child which she probably thinks is nice but my child needs less sugar and is vulnerable so I don't want him to think it is ok to accept sweets from relative strangers. She drives before child has seat belt on. She has driven through Sandford Lane when flooded and my child has been terrified for his life and was unable to settle to learn at school.
- Brilliant, careful considerate driver
- My child seems happy to go in the Taxi to and from school. No problems.
- Have reports from child of unsafe driving and swearing driver.
- M is like a friend of the family. He really cares about my child and they have a great relationship.
- Have raised several points of using mobile whilst driving, dangerous vehicle and not securing other passenger in a wheelchair
- Great communication, arrives on time, communicates with my son well.
- very late at least twice every week. Usually late 5-10min and twice a week more than an hour.
- She never says a word. She has trouble turning round in our driveway although there's plenty of room.
- As I am driving my son to school personally
- Frequently late both ends of the day,
- We currently have no transport in place
- Not much communication from driver. Child says driver is a crazy driver
- He's very polite and friendly on the times I have spoken with him.
- We now have a personal travel budget but previously we used ASR Travel which we were very happy with and then Green Metro who we were very happy with. Never had any transport problems
- D is great and always does his best
- Friendly and understanding
- The taxi drivers that we have had over the past two years are extremely experienced with SEND. It is so helpful and reassuring knowing that there is an escort with them. The service is second to none.

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

Answered: 68 Skipped: 12



Escort star rating = 3.6 - overall the satisfaction Escort rating has decreased since 2022 (4.1 23/24, 3.7 22/23)

61% of respondents rated their escort as 5 star in line with last year (60% 23/24, 42% in 22/23)

24% rated the escort as only 1 or 2 star (14% 23/24, 12% in 22/23).

A significant increase in those rating the escorts as 1 or 2 star this year.

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

Respondents comments:

- Doesn't talk with my son. Ignores autism melt downs in the taxi with another child. She was very rude to me one morning which wasn't nice for my son. He doesn't enjoy the current escort compared to the last one who chatted with him daily. It's a shame as he's in the taxi 2 hours a day. He wears head phones and radio now to keep him company.
- Escort is very patient with children. Very good driver.
- Happy
- Slightly erratic times for pick up, however driver explains it is due to traffic.
- I'm very happy. I don't know why I am not accepting when I press Very Happy star above .
- There is still a huge lack of understanding of SEN needs, common sense and I have to say understanding what Safeguarding actually is.
- She helps with seat belts while driver has already set off but I don't think she speaks English so would be able to help more if she could communicate more with the children.
- Friendly, reliable, communicates with my child and us
- Very friendly.
- The escorts change multiple times a week; the current escort doesn't even open the door, or get out of the car to acknowledge me or child. I wouldn't even know their name. They don't speak the same language and the children struggle to understand them. Also there is one particular escort who's aftershave is so strong my child comes home sick.
- Escorts change and don't always speak English which is a problem as talking regulates him
- Very pleasant, always helpful and very caring with my son. They are both a pleasure to see every day. My son is very happy to see them and he is well looked after.
- She kept telling us that our child was naughty and misbehaving as he was anxious and kicking his feet, inadvertently kicking her. He hasn't got a malicious bone in his body and she wouldn't listen to our reasoning that he wasn't "naughty" and that he would never do it on purpose. I felt there was a lack of understanding with additional needs and behaviours that occur with no intention of learning about them. I do want to mention that it seems our child's original escort has come back and we are very happy with her
- She has been with him for a few years and he likes the continuity
- K is very professional and very caring, empathetic and understands my child's needs.
- Absolutely amazing
- Escort is fantastic - our son loves his journey in to school with her - loves the singing!
- She is consistent

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

Respondents comments:

- She's minimally communicative and hardly seems to interact with the children either. I get the impression it's just a job to her that her company has given her. Her written communication is brusque.
- The escort changes most weeks without me being informed. Sometimes the driver doesn't even know their name. We have had three different escorts in the last month.
- Changes often. Not sure who it is currently
- Have no idea who they are
- Husband and wife team they work as a pair to give my child the attention he needs
- J is incredibly patient and Kind to my daughter. My daughter trusts her alot!
- Extremely reliable and friendly, very reassuring, understands my childs needs and is very dependable with excellent communication

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

Respondents comments:

- My daughter finds being ready on time challenging and the main driver is always patient and understanding.
- Nothing unfortunately
- All drivers and when we had an escort were amazing.
- None
- Knocked on the door when I didn't see/hear them arrive back at home.
- My daughter attends an activity after drop off on a Thursday evening and the driver is aware and always gets her home as early as possible.
- we asked for, and have received, a message when the taxi is 5 mins away to help us to be ready
- None, they do the bare minimum, because they have to. I've asked for route changes so my child isn't the longest in the car, they are the first one collected and the last one dropped off. Its unfair.
- Previous escort got to understand him and then was moved on and we never know who turns up now
- Came and introduced himself, and gave mobile number
- patient for waiting a little bit longer when my child have emotional issues.
- On the last day of term when the whole college finished early the driver collected the students early so they wouldn't be waiting outside with no supervision.
- They will always accommodate my child as and when needed. They are amazing and we are so lucky to have them.
- The escort always lets us know if they are running late and will always check in if our son is ill. The escort always wants to make the children on the bus feel welcome - she is welcoming and fun!
- They decided to move my child to the front seat for the foreseeable because of altercations happening when she sat in the back
- Texts us his ETA and if he is stuck in traffic
- Keeping me updated if he will be late due to roadworks. Let me know where the roadworks were and ETA. This was very helpful to let my son know so he wouldn't get anxious about being late
- No, the route has been planned in such a way that my child passes by home in the taxi and gets dropped off 25min further away. She is not allowed to exit close to her home so has to sit in traffic 10-15min and walk back another 25. Thank you WBC
- Our child was unhappy due to changes in Taxi services, however, driver and escort build a good relationship quickly and now our child is comfortable and has happy journey all days!

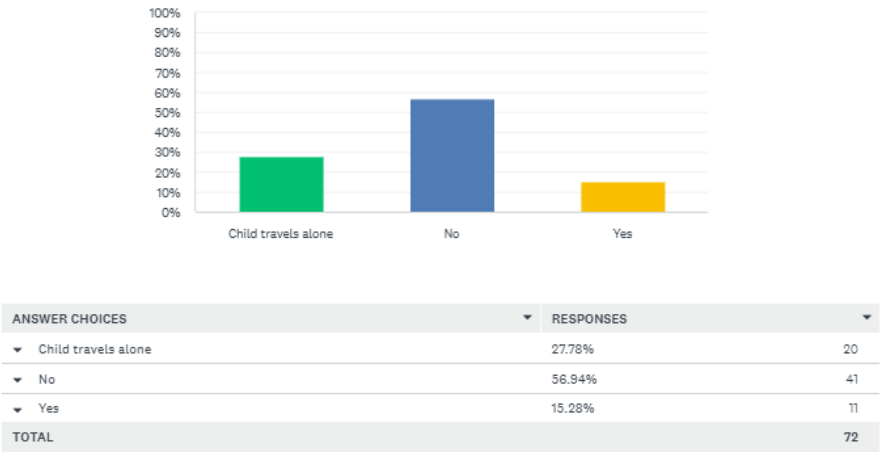
Q13 Please tell us about any experiences where you feel the driver and/or escort went above and beyond

Respondents comments:

- Every day, but specially two weeks ago when they brought my child back from school after he was sick on the way there. They waited until a decision was made if it was possible to drive him back, so that we didn't have to drive all the way there. Therefore, he got home sooner.
- Friendly and happy individuals
- The driver is just great and has contacted us to help with issues on her days off
- They always take excellent care of him and make him feel safe.
- Our escorts has taken time to understand my childs needs. She sings and engages with the children to and from home. She communicates any concerns. Does not seem scared when my son lashes out or behaves aggressively
- Waited outside whilst daughter struggled to leave the house. Brought a Christmas present
- He lets her be herself, treats her with kindness, keeps her engages in the car, allows her t eat her snacks in the car as he understands its along commute for the kids. she loves music and so he plays it for her in the car. my daughter sometimes will open her window for ait even when its cold. he doesn't mind at all and so he increases the heating in the front seat facing him without complaining. He is a kind man.
- J is always so patient with my daughter. She places her blanket over her in the mornings with such kindness. It makes such a difference knowing my daughter is being helped by someone like J.
- Every day and in any situation that requires change. Support has been also offered via text communication if my child has been unwell checking in to see how we are.
- None
- None

Q14: Since September 2024 have you ever had concerns about the behaviour of other children who travel in the same vehicle as your child?

Answered: 72 Skipped: 8



For those who travel with other children, 21% have concerns about the behaviour of other children in the vehicle, (18% 23/24, 12% in 22/23). This is an increase from the previous 2 years 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.

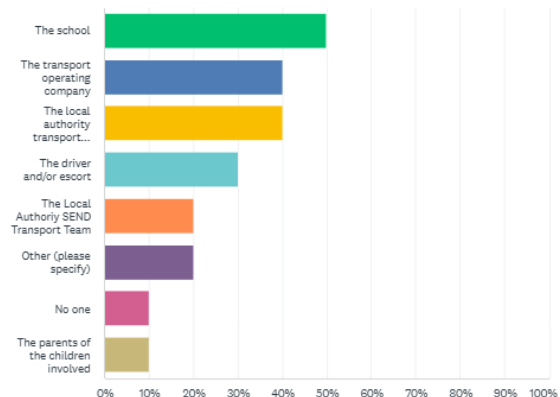
Q15: Please tell us about your concerns regarding other children/young people on the same transport

Respondents comments:

- Autism melt downs are ignored so my son has to put up with it for the whole journey.
- My child was hurt by another child and you were informed. The child carried on being transported in the same taxi. The taxi is now larger so the escort should be able to sit in between when the other child returns to school.
- Another child would grab my child's coat, bag, headphones
- The other girls in the taxi scream and mess around.
- Taking personal belongings of my child
- All children attend SEMH school and bad language is an issue
- The other child was physically abusive to my daughter. But it has been dealt with by putting the other child in the front of the car. The school have also spoken to the other child and it has been dealt with.
- Playing totally inappropriate music during transport. Please click on the link provided below: this is what my 8 year old daughter was listening to on the way to school in the WBC LA transport; <https://www.youtube.com/watch?v=rkqMbsmLrtA> Child getting out of transport, running down our drive, into our house and out into the garden without the driver or PA noticing. Child being in transport when the driver 'floored it' to the other side of the road, PA nearly fell out, as door was still fully wide open - in order to close the door as neither PA or driver could be bothered to do it. Child is ASD most probably hyper-mobile and to be honest may have sustained 'whiplash' from the jolt - but being non verbal would not have been able to convey this. Other issues apart from the dangerous driving was: Safeguarding - no idea worn of visible by any staff EVER unless asked (usually 'back at the office' or in the glove box. Improper attire - drivers/PA need to be able to get in and out of vehicle safely and quickly 'Slip on shoes' are NOT appropriate to drive in or wear as a PA. You cannot run after a child, the same is for long hanging loose fitting clothing - this is also a risk factor for both the PA and the cohorts, issues above were ongoing and systemic.
- My concerns have been around other children's physical actions in the car, but not since December 2024. Having an escort to help the driver is key here.
- A new boy was introduced without any notice and no consultation, no change in the risk assessment. He repeatedly hit my son and swore. The PA was not able to manage him and he was a danger to everyone in the car.

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

Answered: 10 Skipped: 70



ANSWER CHOICES	RESPONSES	
▼ The school	50.00%	5
▼ The transport operating company	40.00%	4
▼ The local authority transport department (CTU)	40.00%	4
▼ The driver and/or escort	30.00%	3
▼ The Local Authority SEND Transport Team	20.00%	2
▼ Other (please specify) Responses	20.00%	2
▼ No one	10.00%	1
▼ The parents of the children involved	10.00%	1
Total Respondents: 10		

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

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

Respondents comments:

- Listened and that was it.
- School contacted ctu. Could said they were investigating. They haven't resolved the issue
- The child was sat out of reach of my child
- The children were spoken to but still carry on behaving is the same way. My child now just ignores them and has music playing on his headphones to drown them out.
- I am not sure, we were just told they spoken to the children in question
- Children spoken to
- School dealt with the issue. They spoke to the transport people who made the other child sit in the front.
- LA CTU this lady was very helpful ended up having to come to the house to 'monitor' transport in relation to all the issues above. AP boss of Transport operating company told by him that he would personally 'dealing with me from now on' - NEVER HEARD FROM AGAIN. Director of Children's Services at Wokingham Borough Council, safeguarding, family placement, early help, youth offending, children's centres, support for children with disabilities, and services related to children in care and care leavers. Her responsibilities also encompass special educational needs, school improvement, educational psychology, and school admissions. - NO RESPONSE I only received a response from EC after she was told by the VH that I had contacted the police as 'plan A' obviously wasn't working.
- My child didn't want me to escalate my concerns as he managed to deal directly with the driver and escort and dealt with the situation very well.
- The driver and escort did their best but in a small taxi they couldn't keep the children apart. Alanis Travel are totally useless and they don't care. CTU - when they finally called me back after unanswered emails and voicemails they arranged for the risk assessment woman to revisit the RA with me and they purchased a restraining harness for the other child. They insisted my son sit in the front seat (but they wouldn't provide a booster seat as legally required). This has improved the situation a bit by keeping a distance between the children. They are all about saving money, not about keeping children safe. This could all have been avoided if they had consulted me first and reviewed the RA with me before the new child started.

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

Respondents comments:

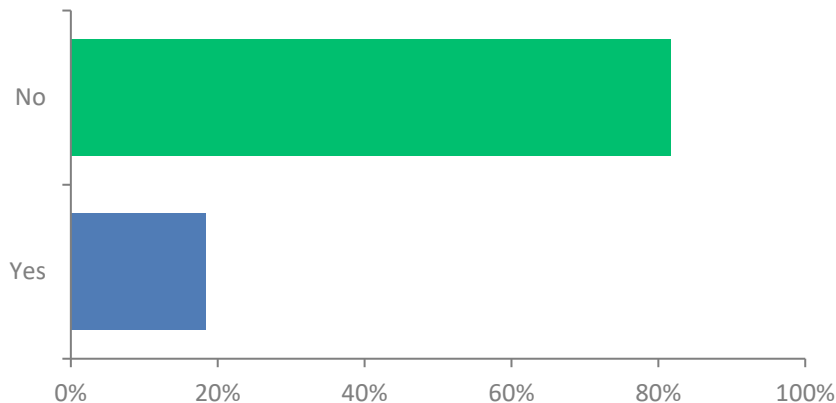
1.9 out of 5

2.4/5 in 23/24

- I am increasingly concerned about the lack of professionalism demonstrated by the transport company supplying services for Wokingham Borough Council. This appears to be a systemic issue, evident at all levels of the organisation. Even basic interactions, such as how phone calls are answered (when they are answered), do not reflect a professional standard. More critically, there are significant failings in key areas, including: Safeguarding procedures not being properly followed. Incorrect record-keeping and outdated information on their system, despite repeated notifications. A lack of understanding regarding risk assessments and their purpose. Transport providers have a legal duty to assess and mitigate risks under health and safety legislation, yet there appears to be little adherence to this requirement. Specifically, the following legal and statutory obligations must be met: Education Act 1996 (Sections 508B and 508C): Ensures transport is safe and appropriate for children. Health and Safety at Work Act 1974: Requires transport providers, including local authorities, to ensure the safety of passengers and staff as far as reasonably practicable. Risk assessments form a fundamental part of this duty. Management of Health and Safety at Work Regulations 1999: Mandates risk assessments to identify and address potential hazards, including those associated with school transport. Equality Act 2010: Requires local authorities to make reasonable adjustments for children with disabilities to ensure safe and appropriate transport. Home to School Travel and Transport Guidance (2014): Provides statutory guidance for local authorities in fulfilling their duties, particularly in assessing risks for children with SEN, disabilities, or mobility needs. Based on the persistent issues and non-compliance with these requirements, I believe that both the local authority and the transport provider are in breach of these obligations. I would appreciate a clear response on how these concerns are being addressed, along with details on what steps will be taken to ensure compliance moving forward.
- I have not had any communication with regards to the outcome of the incident
- Because it is still an ongoing issue
- The assistant needs to be sitting at the back with the children supervising them and not at the front next to the driver. This will prevent children left to their own devices at the back
- It's difficult to get behaviour to change
- nobody told me how it was dealt with. My daughter just told me the other child was now sitting in the front. But the school did not explain more than that.
- I didn't need to get involved due to the excellent support by the driver and escort.
- It shouldn't be up to a parent to chase CTU and the transport operator constantly. I heard horror stories about CTU and now I've experienced it myself. There is no customer service, no consideration of how changes may impact a parent and their autistic child. They just go ahead without any consultation.

Q20: Since September 2024 have you ever had concerns about the behaviour or driving/safety of the driver or escort ?

Answered: 71 Skipped: 9



ANSWER CHOICES	RESPONSES	
No	81.69%	58
Yes	18.31%	13
TOTAL		71

18% of respondents have had concerns about the behaviour or driving/safety of the driver or escort, (18 % 23/24, 20% in 23/22)

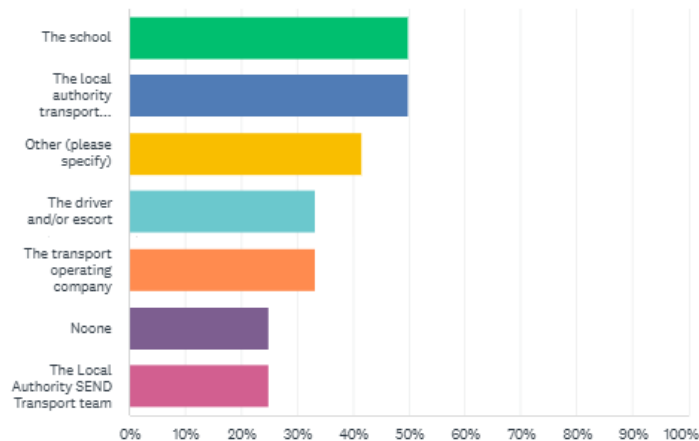
Q21 Please tell us about your concerns about the driver and/or escort

Respondents comments:

- The escort told me I was rude
- PA not wearing seatbelt - this is illegal. This is also a Safeguarding issue. Smoking in transport before collecting children - this was for a child with ASTHMA Dangerous driving - speeding, also illegal Lack of clear ID, ID not the same as the name the person goes by Cohorts with ASD need to see a full face - not a mostly covered face Heating far too high in transport - children with sensory needs with have serious discomfort with this - risk of overheating Inappropriate musical content: Not disposing of dirty tissue
- My child says the driver shouts at them regularly and has no understanding of how it affects them with their autism. Please see previous comments: Driving through flood water; showing no regard when nearly knocking a cyclist down, reversing fast towards secondary school children without care; giving sweets; not providing child booster seat; breaking law with sitting my small child in front without a booster seat.
- Our child tells us she thinks the driver drives too fast. She also says the car sometimes pulls away before she has her seatbelt on fully.
- The drivers on Mondays are on their phones, scrolling and on one occasion one was watching YouTube. Driving can be quite erratic and our child has described it as sometimes dangerous.
- There was an occasion when our driver was not working and the replacement that day didn't drop our child home until 5pm. We had no idea where our child had been (he's able to talk a little but not able to speak in full sentences) he'd been sat in a soiled nappy and was over an hour late for his expected dinner time, which is 4pm every day. When challenged by my partner, the driver said he had been to his home to collect a SIM card. He didn't make any attempt to apologise or explain
- My son says the music is too loud sometimes which makes him feel awkward. The driver toots his horn whilst stationary if my son doesn't see him outside, I understand why however he is welcome to message or call me. Tooting of horns is both unacceptable by the highway code whilst stationary, echos off the row of houses that face each other and upsets my autism considerably.
- Have a personal budget been seen drivers mainly Green Metro speeding, going through red lights, careless driving Out of date taxi plates
- Going through a ford when closed Narrowly missing crashing into other vehicles
- Driver unable to speak English, uses a mobile to watch you tube whilst driving. Has left the college without picking him up because of no room in taxi when a different driver came to collect
- The PA employed are mostly elderly ladies who have mobility issues themselves and are not able to restrain children when they become dysregulated. I worry about the safety of my son if the other child were to kick off again while the taxi is moving.
- Not directly. Just slightly worrying that child describes driver as a crazy driver

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

Answered: 12 Skipped: 68



ANSWER CHOICES	RESPONSES	
▼ The school	50.00%	6
▼ The local authority transport department CTU)	50.00%	6
▼ Other (please specify) Responses	41.67%	5
▼ The driver and/or escort	33.33%	4
▼ The transport operating company	33.33%	4
▼ Noone	25.00%	3
▼ The Local Authority SEND Transport team	25.00%	3
Total Respondents: 12		

Parents most often raise concerns about the driver/escort with the school or with the CTU.

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

Respondents comments:

- Taxi manager A spoke to escort. He said as have short staff there's nobody better to send. Driver supported the issue and said they would ring the doorbell. The school reassured me my son was ok that morning.
- Multiple contacts with CTU - they were as helpful as they could be, however they do not know the law - however my last concern regarding inappropriate music and safeguarding issues regarding the wearing of seat belt - no response. Director of Children's Services - no help what so ever - an absolute disgrace. Only responded to my email once she was told by the VH WBC that I had communicated my concerns to the Police and my next port of call was the media. Designated transport have no idea how to run a business in a professional way
- LA responded fairly well, or said they did what was needed. Driver responds with a lack of regard for safety.
- The escort assured us this wasn't the case with the seatbelt, although our daughter assured us it was (one word against the other).
- We did raised some of these concerns in the beginning but we do not have any evidence and so it is not possible to prove these things are happening.
- We received an email from the council to say the driver on that day was being disciplined by the transport company and would likely lose their job as a result of the incident
- Early days yet, the smoking I only noticed a few days ago. How do I know the vehicle will be smoke free, go up and sniff it everyday?
- Not been raised because no one is interested
- No change
- The council raised my concerns with the transport company. I was contacted by them but nothing changed
- Alanis Travel have no interest. They ignore everything I request. CTU - they delegate responsibility for recruiting PAs to Alanis.
- Not raised

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

1.2 out of 5

1.9/5 in 23/24

- She now comes to the door and says good morning and thank you even if it is forced.
- All the relevant information has already been put in. These issue are not new, are ongoing, systemic and will continue until someone starts to do their job correctly and work within the law.
- It's not clear whether there was a cause for concern here or not (see answers above).
- Despite reporting nothing has changed.
- I felt like I had no way of knowing whether this actually occurred and I was really upset with the transport operators lack of concern when I made several panicked calls to ask about my child's whereabouts. It was disturbing as they couldn't tell me where the vehicle was, which was unacceptable
- Early days on these issues that have arisen. We are grateful for the service but I do have some concerns going forwards.
- There had been no change
- Nothing was done by the company. Even now I feel the vehicle is unsafe
- PAs change so regularly that my son isn't able to build up a relationship with them. Alanis allow them to have holidays for months on end so my son gets use to one, only for them to go abroad for months.
- Issues not raised

Q26: How would you rate the TRANSPORT SERVICE PROVIDED BY the LOCAL AUTHORITY (Wokingham Borough Council SEND TRansport Team and CTU) ?

Answered: 60 Skipped: 20

3.9★
average rating



	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	VERY GOOD	TOTAL	WEIGHTED AVERAGE
★	3.33% 2	5.00% 3	30.00% 18	25.00% 15	36.67% 22	60	3.87

4.0 = Rating in 23/24

3.8 = Rating in 22/23

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

Answered: 59 Skipped: 21

3.8★

average rating



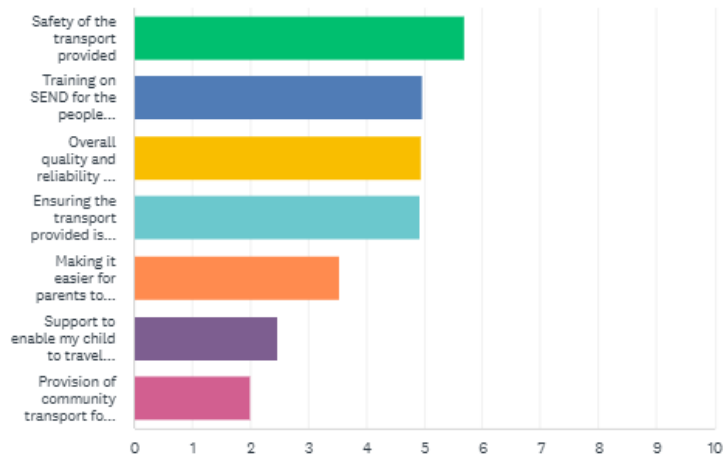
	VERY POOR	POOR	NEITHER GOOD NOR POOR	GOOD	VERY GOOD	N/A WE HAVE MILEAGE/PERSONAL TRAVEL BUDGET	TOTAL	WEIGHTED AVERAGE
☆	3.39%	10.17%	15.25%	27.12%	30.51%	13.56%	59	3.82
	2	6	9	16	18	8		

4.0 = Rating in 23/24

3.9 = Rating in 22/23

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

Answered: 59 Skipped: 21



	1	2	3	4	5	6	7	TOTAL	SCORE
▼ Safety of the transport provided	37.04% 20	24.07% 13	20.37% 11	9.26% 5	7.41% 4	1.85% 1	0.00% 0	54	5.69
▼ Training on SEND for the people providing the transport	22.22% 12	22.22% 12	22.22% 12	12.96% 7	7.41% 4	9.26% 5	3.70% 2	54	4.96
▼ Overall quality and reliability of the transport provided	23.64% 13	16.36% 9	25.45% 14	12.73% 7	10.91% 6	9.09% 5	1.82% 1	55	4.95
▼ Ensuring the transport provided is appropriate and suitable given my child's needs	14.81% 8	29.63% 16	18.52% 10	18.52% 10	11.11% 6	3.70% 2	3.70% 2	54	4.93
▼ Making it easier for parents to raise any issues or concerns with their transport	5.66% 3	1.89% 1	7.55% 4	32.08% 17	33.96% 18	15.09% 8	3.77% 2	53	3.53
▼ Support to enable my child to travel independently eg Independent Travel Training	1.85% 1	3.70% 2	1.85% 1	9.26% 5	24.07% 13	35.19% 19	24.07% 13	54	2.48
▼ Provision of community transport for socially isolated resident	3.51% 2	5.26% 3	3.51% 2	3.51% 2	3.51% 2	21.05% 12	58.65% 34	57	2.00

Top 3 Priorities:

1. Safety of the Transport provided
2. Training in SEND for the people providing the transport
3. Overall quality and reliability of the transport provided

Safety of the transport remains the #1 priority for a third year

What specifically would you want to see to make improvements in the areas in Q28? eg. What are the gaps in drivers/ PAs knowledge, what specific training is missing, what are the drivers/PA's not doing? What is would improve safety eg a car seat, a PA needed etc

Respondents comments:

- Talk to the children and not treat them like cattle. Smile! Carry jump leads in taxi. Play the local radio. Inform of late or early out of routine. Pass messages on of absence when we phone. Text when have a different escort/driver. Call back when we phone them with an issue.
- Making sure seatbelts are worn at all times.
- BASIC safeguarding training Understanding of SEN needs Understanding of appropriate attire Understanding of the law and the need to follow it LA doing their job to monitor / quality assurance in the CTU and designated transport and to make this information public To provide a copy of the contract between the LA and designated transport for transparency to ALL concerned have a clear understanding of the roles and requirements legally or otherwise of all parties Ensure ALL vulnerable children have a risk assessment and an understanding that this is NOT the parents responsibility
- PA is important. If children in school are all autistic the driver and assistant need training on autism. Drivers need to read risk assessments.
- Training on SEN particularly how's too communicate with a child with SEN and how to deal with challenging behaviour
- Training! Understanding of trauma/ASD etc. Making sure seatbelts are on before car moves. Sticking to speed limits. Explaining what is happening if the route used isn't familiar to the passenger/there is a delay in getting to school/home. Autistic children don't always ask questions, but will be worrying internally.
- A way to monitor the drivers safety when driving
- I would like the route looked at - it's not fair for my child to be the one who's in the taxi for the longest period of time. I would like a consistent collection time. I would like the driver and escort to be medically trained in case of an emergency. I would also like the driver & escort to be better educated on SEND children. Quite often they complain about the language - when there are 4 SEND kids in the back, all equally using foul language - it's escalates. Whilst it's not nice, bad language is quite normal for SEND kids.
- PAs to be able to communicate with him and to know how to approach his needs
- nothing to be changed at the moment. The PA is nice, and needed, and we provide a car seat, which is always used.
- More training for Escorts to support child during onboarding and offboarding from the vehicle.
- I'd like to know drivers and escorts received disability training, attempts to understand each child in their care

What specifically would you want to see to make improvements in the areas in Q28? eg. What are the gaps in drivers/ PAs knowledge, what specific training is missing, what are the drivers/PA's not doing? What is would improve safety eg a car seat, a PA needed etc

Respondents comments:

- Communication from Corporate Transport Unit and School Express UK - we just have to hope that they'll turn up on the first day of term
- Occasionally there can be a language barrier for a child with SALT needs
- The escort and driver needs to understand how to manage non verbal children with autism and adhd. These children can be unpredictable and behaviour can be challenging. Without training the escort or driver can struggle to manage.
- I would like the taxi driver to wait until I have let my son into the house at the end of the day. I would like to be sure that the driver would know what to do if my son has a seizure in the taxi. He has been risk assessed, but I don't know for sure if the driver has had any training/information on what to do.
- Better training to drivers and assistants about SEN children
- I am so happy would not make changes however I don't see why it is a problem for transport to collect my child following an after school club if they were happy too.
- Training on autism, things they shouldn't talk about as it worries the child
- nothing from me
- Training on the harness. We have had lots of different drivers and PA's and some seem to struggle with the harness and where the straps go.
- I haven't seen any issues with drivers
- More checks should be done by the LA into the taxi company's to make sure they have followed protocol. Parents should be told who is going to be in the taxi with their child to prepare child & make sure there are no issues
- The taxi consistently arrives 5-15 minutes later than the time it should, meaning my son often arrives late at school. I have talked to the operator about this but nothing substantive has changed. They seem unable to schedule the start of the run to ensure they arrive by the start of the school day.
- My biggest complaint is Alanis Travel not have effective business continuity plan in place and not communicating to me that the taxi will be 1.5 hours late due to a recurring flat tyre. It is not acceptable for a child to arrive that late for school. An alternative car should be provided within 15 mins. CTU should consult parents before introducing a new child to a small taxi and proactively contact each parent to review the risk assessment, not introduce a change without bothering to contact the parent in advance. CTU should apply more pressure to Alanis Travel to keep their vehicles roadworthy. Once the contract is awarded, CTU do not appear to make any follow up checks.
- Reliability and promptness
- Would be nice if English was spoken more fluently and communication better. Would be good to have a consistent escort. Would appreciate a phone call when running late, especially in the mornings

Q30 Please feel free to provide any other comments related to SEND school or post 16 transport

Respondents comments:

- My child is collected in Charvil and then has to go to Wokingham to collect another child, before then travelling to school (near Theale, Reading). The journey to school would be 30 minutes (45 minutes in traffic) but it is generally 60-90 mins each way due to the distance to the second pick up. It took weeks at the beginning of term for my child to cope with the long journeys. My child gets car sick and came home each day and had to go to bed. My child also felt sick and had headaches at school after morning drop off. I contacted the team in Sept 2024 but was told there wasn't another child who could share with her, so no change possible. I asked if the Wokingham child could be collected first (on a map this would make much more sense) but it was explained that the taxi company was based in Reading so they weren't prepared to change the order. The only other option was to apply for her to travel sole but it was explained we wouldn't be granted this as she wouldn't meet the requirements. I also wasn't sure on what grounds I could request this, as she is fine to share a taxi. Therefore we didn't do this. To be clear I am very grateful for the taxi as it makes a huge difference for us and she has managed to adjust to the long journey twice a day, but I was disappointed that this length of journey twice a day was considered acceptable. Particularly for pupils who already have access issues with school.
- Excellent I'm happy my child has a great experience each day on his way to school. Service is excellent.
- We miss ABC transport with C the escort who laughed, chatted and cared for all the children in the taxi. The office communication was good. Our son skipped to the taxi before and was part of his day. Now it's blank with no joy and sad. Just transport
- Application for Post-16 very stressful for parents. Assessing the child's ability on a presumption of reaching age 16 that their ability changes. Assessment based on a tick box exercise, exasperated form filling for parents, with no view of school teachers (who are with them on a daily basis) taken into account.
- It is working fine for us!
- I would be helpful, if the taxi company communicated a bit more, to let us know when traffic has caused delays.
- That the findings of the School Transport Survey be made public to ensure inclusivity, transparency and accountability. That anyone found to be breaking the law or committing an offence to be charged with that offence and prosecuted. That anyone who has not fulfilled their role in regard to keeping children safe needs to be investigated as to why. That all involved need to fully understand that at the centre of all this is and are vulnerable children - some of THE most vulnerable children in society.
- The taxi is fairly old and keeps breaking down, making my child late, or I have taken him in myself.

Q30 Please feel free to provide any other comments related to SEND school or post 16 transport

Respondents comments:

- It is greatly appreciated that this service is available for vulnerable children and young adults.
- Transport drivers at Addington's driving abilities are incredibly lacking. They drive way over the speed limit through the parent parking section. (Limit is 5mph, most shoot through at 20 mph.) Most drivers have very limited skills, and are incapable of making tight turns to get out of the car park, which holds up traffic. (Like they've never driven minibuses before) Most drive aggressively and impatiently. They dangerously drive around vehicles attempting to park or leave spaces. I have had to direct traffic to ensure child & driver safety before, which I shouldn't have to do. Especially when leaving the car park. Safety seems to go out of the window. Many seem oblivious to other people in the parent parking section. Like they have blinkers on. The parent parking section needs someone to direct & monitor traffic like the rest of the car park, for safety.
- Since changing provider in September, we have had awful problems. For months we had continual changes of drivers and PAs despite assurances that each change was the last and it would happen again. We had been told that her driver and PA would remain the same and we would be notified of any changes. Our daughter is autistic so she needs to be prepared in advance of any changes and this is still not happening, as although things have been more stable since Christmas, last Friday a different driver turned up at school with no warning. In cases of sickness, when the transport company may have to make a last minute change, they could still call me/the school to let them know, so there is no excuse. The changes we faced up until Christmas worsened my daughter's PTSD and caused her to refuse to get into the car. Her anxiety became so high that it was affecting her home life and causing problems sleeping, which in turn had a knock on effect to the rest of the family. She became distrustful of the taxi service, which added to the stress at home. Last term she had a different team take her to school from the team collecting her (again with no warning). The different team took her home the wrong way which led to her being in the car for twice the length of time. She arrived home extremely distressed. She is so anxious that she wouldn't have been able to communicate this to the PA, who apparently hadn't picked up that she was feeling this way, as according to our daughter no one had explained to her what was happening so she thought she was being kidnapped. Needless to say this was very traumatic for her and remains a worry for her.
- CTU have a knee jerk response mechanism and so don't do a full facts find before reacting. They also don't appear to plan well at the initial stages as completely unsuitable child groupings were made at the start. It is claimed the taxi staff are trained but we have seen no evidence of this and as they frequently change new staff coming in are not trained at all
- Very happy with our current arrangement. It's difficult because a parent doesn't want a pick up too early, but neither too late. Ours is working well. It didn't work the first two weeks, as the route was stretched and my son was always late for school. But this was reviewed straight away by the LA and we got a new arrangement on week three, which works very well

Q30 Please feel free to provide any other comments related to SEND school or post 16 transport

Respondents comments:

- Pick up can cause between 7:15 and 7:45 which and we never know until it turns up when it will be coming each day. This can make it very frustrating for my son who either has to rush to get ready or sit around waiting. You need a way to tell parents the night before which order the kids will be picked up with an estimated pick up time - or stick to the same time every day (with the exception of unplanned delays such as heavy traffic)
- The provider can only be reached by phone call which is less helpful than previously provider They struggle to get consistent driver, one day nearly missing the school run all together as they didn't have a driver Consistency is import for send pupils
- Most of the questions require an answer even if you have the personal travel budget and so may skew your results as they have to be answered. For the personal travel budget, it would be helpful if the schools were made aware of who qualifies and a more standard approach for recurs g presence and absence. I think each school does something different. I've always had a quick response from the community travel dept to any questions
- Continuity is very important for children with SEND. Changing taxis/ drivers after a long summer holiday where routine is already broken, makes it difficult to get the child ready, regulated and ready to resume school.. Please if all is going well, why change the taxi?? For the sake of saving money for the council?
- Children have to remain in education by law till they are 18. Therefore children need to have an access to transport provision after they turn 16.
- All good with transport
- The school transport is excellent for our son. It is the highlight of his morning. We hope it will be possible to continue this post-16
- Transport and escort must be a consistent. If any changes they must ring in advance
- please I would like to maintain the same driver in the next school year as well.
- Sometimes the drivers are 15 minutes early. This can be a little bit of an issue with autistic children as my daughter was told 8.25. So she doesn't like it if the taxi is too early and she isn't quite ready, that stresses her out.
- We are very grateful for the transport that is provided for our son. Prior to the transport being arranged I dealt with B from the SEND transport team. She was a pleasure to deal with. She was extremely thorough, took her time to go through the risk assessment and it was very re-assuring to know that the assessment had been carefully considered. The transport took some time to arrange as we were waiting for staff to be trained on the harness and we had to cover the taking and picking up for approximately 5 weeks, which was quite tricky as we have 2 other sons with autism that also required taking and picking up from school. We have had lovely drivers and PA's, they have all been kind and cheerful and our son has always been happy to go with them. My only point for improvement would be consistency of staff. I work in the complex health sector and I appreciate fully that schedules need to change, people need to be moved so that everyone has what they need etc, but the changes have been frequent and this is sometimes challenging when dealing with a child that is high of the autistic spectrum. We have been informed of the changes, which we have appreciated, but this is often the night before a new person turn ups the following morning. However, our priority is that our son is cared for by kind and reliable people and I cannot fault any of the ladies that have turned up to support him.

Q30 Please feel free to provide any other comments related to SEND school or post 16 transport

Respondents comments:

- I was very impressed with the consideration we were given and our requests were listened to when our child changed mid year from isolated to group taxi
- My daughters bus time slot is 8.15am to 8.30am. Unfortunately the bus come around 8.44 ro 8.50 most days which had lead to attendance issues with my sons school. We are currently very happy with Dennis and Jo. We previously had extremely difficult time with the escort Parveen. Who enabled my daughter to sit on the floor crying whilst my daughter was obviously distressed. In the back another child was sat drinking suncream from his bag. There was definitely safeguarding issues with her. We have also found it incredibly unprofessional working with Roxy at ABC travel. She has raised her voice at us and been unwilling to help in these situations. She is extremely rude and hard to communicate with. Which is not what SEND parent need.
- I wish that the transport company for my son could provide all SEND transport. They are excellent at what they do. We are so lucky!
- The operators don't seem to have any specific knowledge of how to handle children with additional needs. They may have received training, but they don't seem to interact with the children at all. They are clearly not as good at any kind of proactive engagement with the children as the previous drivers and escorts from ABC Travel, but I imagine they are cheaper.
- It's exhausting constantly having to complain to CTU, wait for them to reply, then they promise this won't happen again, then it happens again. Nothing seems to improve. Alanis Travel should not be re-awarded the contract.