

SEND Voices Wokingham School Transport Survey 2022

December 2022



Background

Following numerous issues with Home to School Transport in September 2021 a number of changes were made to the Transport process during 2022. In order to understand if these changes have improved the process or if there are still areas that can be improved, SEND Voices Wokingham parent carer forum in repeated the SEND Transport survey originally run in 2017 and an additional poll run in 2020 to evaluate parent carers priorities for Home to School Transport when the new Policy for this was being written.

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 408 children/young people. The survey ran from 28th November until December 23rd 2022 enabling us to capture results of back to school in September 2022, the time of year when historically, most issues have arisen.

There were 100 responses which represents 24.5% of the Wokingham Borough cohort who are receiving school transport either within Wokingham or to school outside of the borough. This is slightly lower than the 110 responses (38%) we received for the 2017 survey when 289 children received SEND transport.

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

Highlight Summary:

Areas showing improvement:

- **Concerns decreasing** about other children travelling in same transport, indicating that correct transport being allocated and Transport Panel working effectively
- **Significantly less concerns raised** to SEND Voices Wokingham at the beginning of term 2022, a dramatic reduction this year versus previous years.
- **Behaviour or driving/safety** of the driver or escort

Areas for improvement:

- **Communication** – these are various;
 - From the transport – ahead of the start of term, when they are changing drivers/escorts/cars
 - From CTU – direct contact number for them, changes to children in transport, adding/removing escorts, confirming mileage payments
- **Training** for drivers/escorts – this is an ongoing request from parents that taxi drivers and escorts are given training about SEND.
- 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
- **Green Metro Cars** - directly raised as an issue.

Summary of Results

It is concerning that there has been an increase, with **over 63% 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.

The majority of children do not require car seats, but within the 0 – 8-year age group of the 6 children requiring a car seat 5 of them (83%) did not have a car seat provided by the transport company (42% in 2017).

Driver star rating = 3.76 - overall the satisfaction Driver rating has decreased since 2017

44% of respondents rated their driver as 5 star (48% in 2017), 16% rated the driver as only 1 or 2 star (18% in 2017).

Escort star rating = 3.73 - overall the satisfaction Escort rating has decreased since 2017

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

As has been the case previously, **for many transport is excellent**, however for some it is not good at all.

Driver behaviour/safety - has improved

20% of respondents have had concerns about the behaviour or driving/safety of the driver or escort, (25% with concerns in 2017). Of **particular concern is that Green Metro Cars** are specifically mentioned by a couple of parents.

Travelling with Others – has improved (For those who travel with other children)

12% have concerns about the behaviour of other children in the vehicle, (39% in 2017), indicating that added by input from the SEND Team and the Transport panel, more children are being allocated the right transport provision. Where there are concerns most parents raise concerns with school, instead of contacting CTU, a dedicated phone contact number on the main WBC SEND School Transport webpage would aid this.

Summary of Results cont.

Where there are concerns about the driver/escort, parents raise most often raise these with the Transport company directly, then the school. 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.

Of those who responded, 27% 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

Rating for the Transport service provided by the Local Authority = 3.77 (67% rate 4 or 5 stars)

Rating for the Transport provision provided by the transport provider (taxi company etc) = 3.73 (61% 4 or 5 stars)

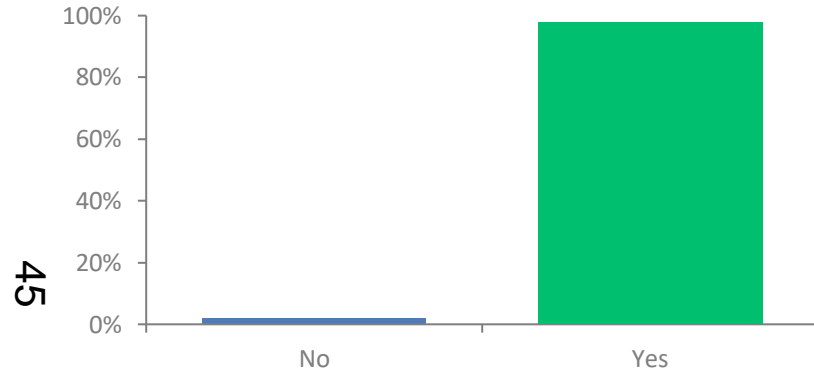
Survey Results

Individual question data and respondents comments is contained in the following section.

44

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

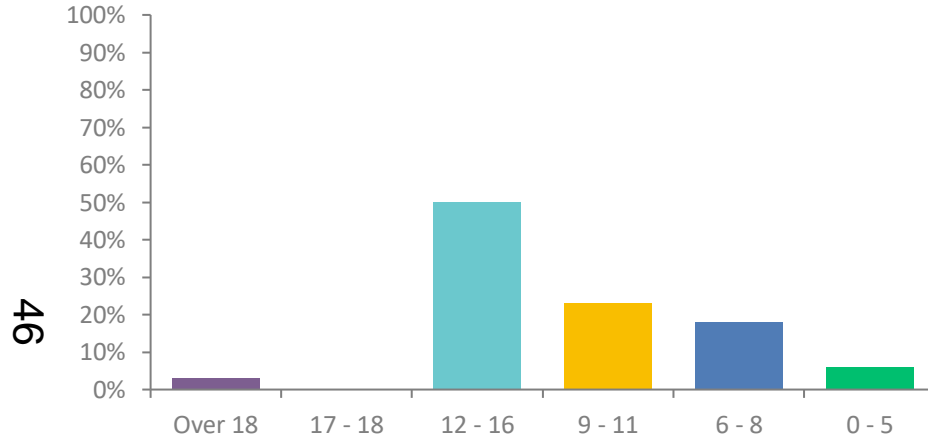
Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	98.00%	98
No	2.00%	2
TOTAL		100

Q3: How old is your child / young person

Answered: 100 Skipped: 0



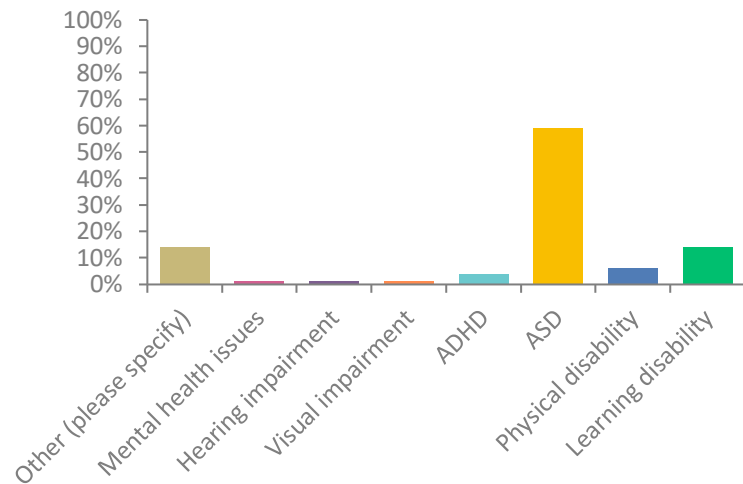
ANSWER CHOICES	RESPONSES	
0 - 5	6.00%	6
6 - 8	18.00%	18
9 - 11	23.00%	23
12 - 16	50.0%	50
17 - 18	0%	0
Over 18	3.00%	3
TOTAL		100

- There is representation across all age groups except 17 – 18 year olds (as these YP are fare payers and not funded by WBC)

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

Answered: 100 Skipped: 0

47

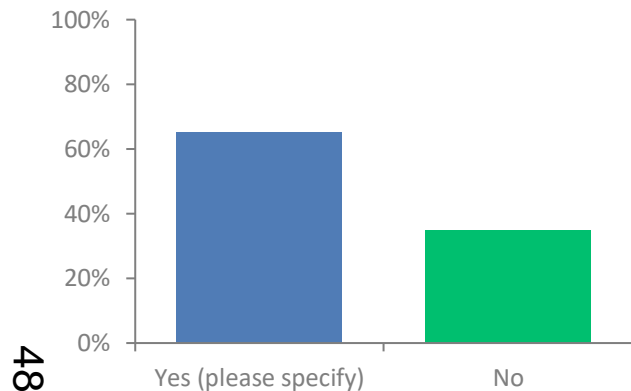


ANSWER CHOICES	RESPONSES	
Learning disability	14.00%	14
Physical disability	6.00%	6
ASD	59.00%	59
ADHD	4.00%	4
Visual impairment	1.00%	1
Hearing impairment	1.00%	1
Mental health issues	1.00%	1
Other (please specify)	14.00%	14
TOTAL		100

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

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

Answered: 100 Skipped: 0



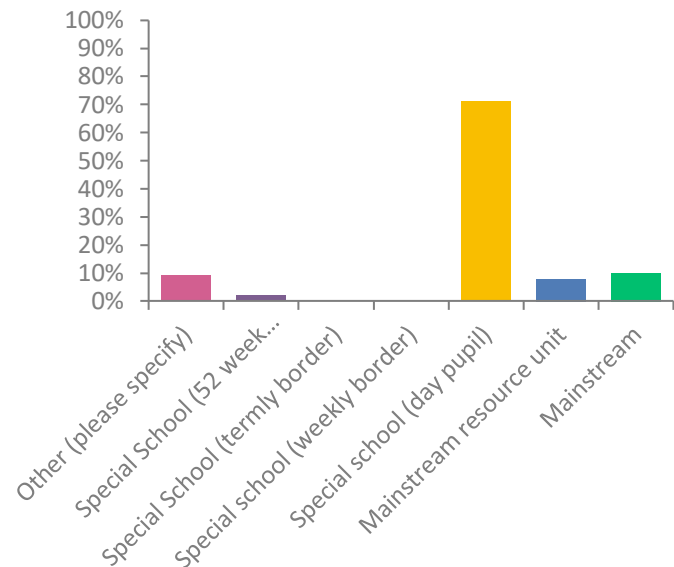
ANSWER CHOICES	RESPONSES	
No	35.00%	35
Yes (please specify)	65.00%	65
TOTAL		100

65% of the respondents said that their child had a secondary disability which includes: Downs Syndrome, visual impairment, ASD, ADHD, physical/mobility difficulties, Cerebral Palsy, complex medical needs, behavioural problems, epilepsy, communication problems, learning delay, hearing loss, auditory processing disorder, anxiety/mental health problems, feeding tubes and more. Highlighting there is a huge range of needs to be accommodated.

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

Answered: 100 Skipped: 0

49

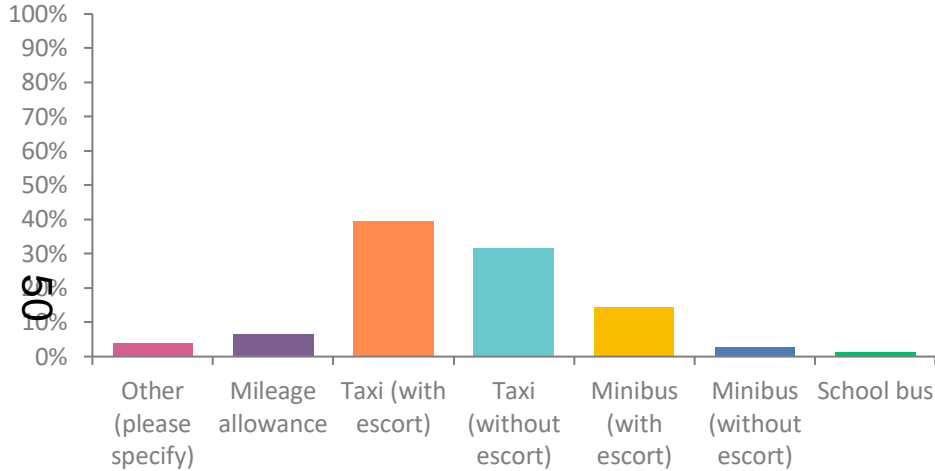


ANSWER CHOICES	RESPO NSES
Mainstream	10.0% 10
Mainstream resource unit	8.00% 8
Special school (day pupil)	71.00% 71
Special school (weekly border)	0% 0
Special School (termly border)	0% 0
Special School (52-week placement)	2.00% 2
Other (please specify)	9.00% 9
TOTAL	100

The majority of journeys are daily

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

Answered: 76 Skipped: 24

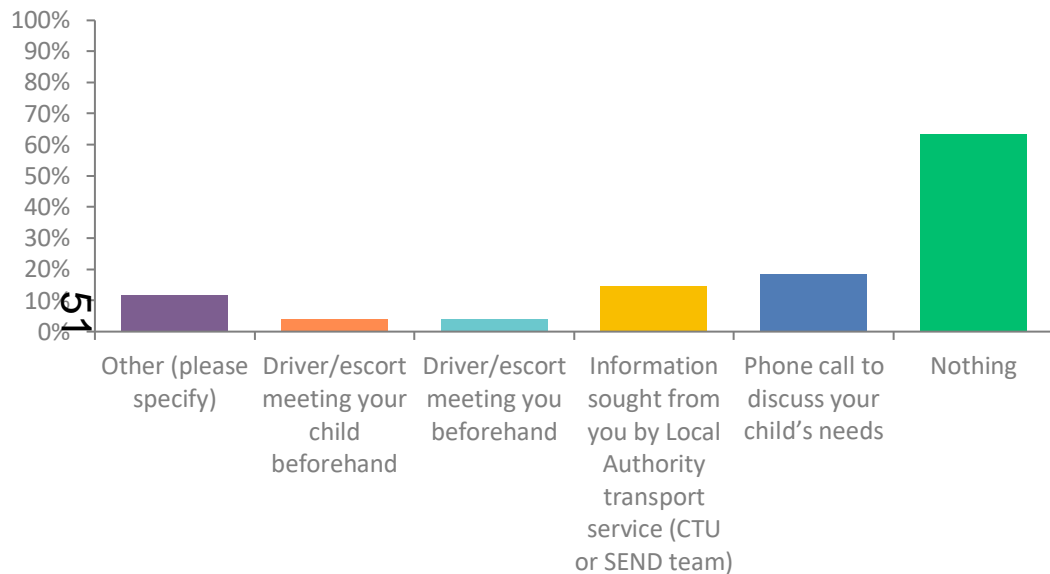


ANSWER CHOICES	RESPONSES	
School bus	1.32%	1
Minibus (without escort)	2.63%	2
Minibus (with escort)	14.47%	11
Taxi (without escort)	31.58%	24
Taxi (with escort)	39.47%	30
Mileage allowance	6.58%	5
Other (please specify)	3.95%	3
TOTAL		76

There is good representation across all types of transport. The majority of responses were from those using taxis either with or without escorts.

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 22 ? (Tick all that apply)

Answered: 76 Skipped: 24



ANSWER CHOICES	RESPONSES
Nothing	63.16% 48
Phone call to discuss your child's needs	18.42% 14
Information sought from you by Local Authority transport service (CTU or SEND team)	14.47% 11
Driver/escort meeting you beforehand	3.95% 3
Driver/escort meeting your child beforehand	3.95% 3
Other (please specify)	11.84% 9
TOTAL	88

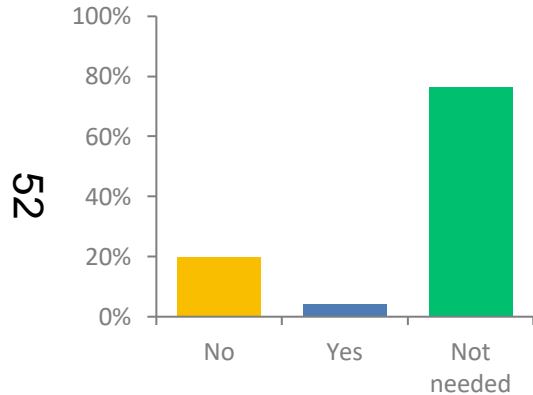
It is concerning that over 63% of the respondents said that no preparations were made for the driver/escort to care for the child's needs while they were transporting them. This was higher than the 50% reporting no preparation in 2017.

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

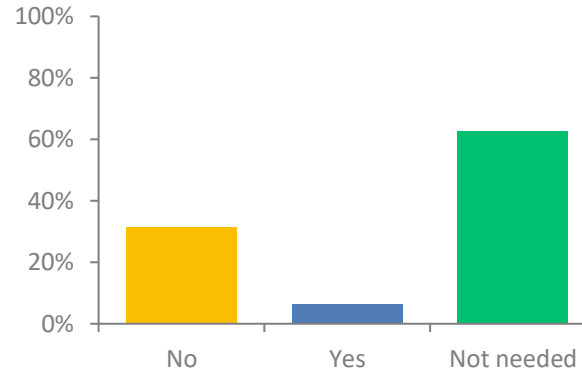
Answered: 76 Skipped: 24

Answered: 16 Skipped: 8

All ages



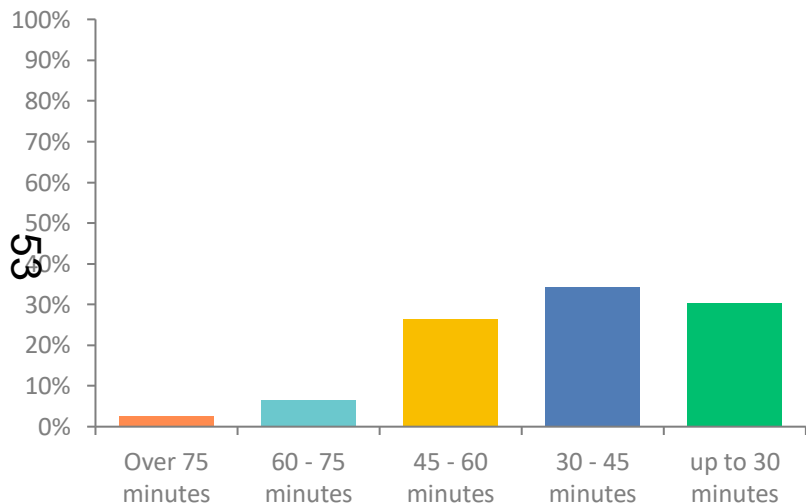
0 – 8 years old



The majority of children do not require car seats, but within the 0 – 8-year age group of the 6 children requiring a car seat 5 of them (83%) did not have a car seat provided by the transport company (42% in 2017).

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: 76 Skipped: 24

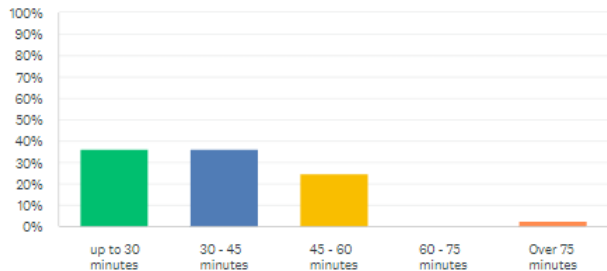


ANSWER CHOICES	RESPONSES
up to 30 minutes	30.26% 23
30 - 45 minutes	34.21% 26
45 - 60 minutes	26.32% 20
60 - 75 minutes	6.58% 5
Over 75 minutes	2.63% 2
TOTAL	76

The majority of children are travelling for up to 60 minutes to school each day.

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)

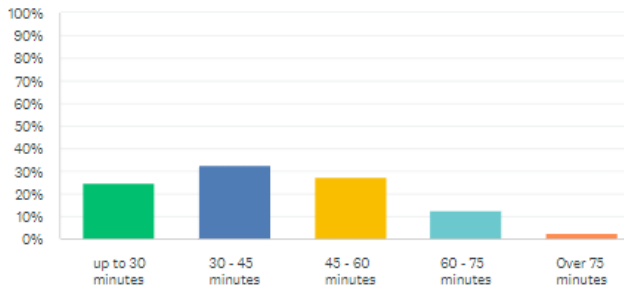
0-11 years old



54

ANSWER CHOICES	RESPONSES
▼ up to 30 minutes	36.11% 13
▼ 30 - 45 minutes	36.11% 13
▼ 45 - 60 minutes	25.00% 9
▼ 60 - 75 minutes	0.00% 0
▼ Over 75 minutes	2.78% 1
TOTAL	36

12 – over 18 years old



ANSWER CHOICES	RESPONSES
▼ up to 30 minutes	25.00% 10
▼ 30 - 45 minutes	32.50% 13
▼ 45 - 60 minutes	27.50% 11
▼ 60 - 75 minutes	12.50% 5
▼ Over 75 minutes	2.50% 1
TOTAL	40

27% 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: 76 Skipped: 24



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	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	14.47%	6.58%	11.84%	22.37%	44.74%	76	3.76
	11	5	9	17	34		

44% of respondents rated their driver as 5 star (compared to 48% in 2017)
16% rated the driver as only 1 or 2 star (compared to 18% in 2017).

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

Answered: 49 Skipped: 51



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	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	10.20%	14.29%	10.20%	22.45%	42.86%	49	3.73
	5	7	5	11	21		

42% of respondents rated their escort as 5 star (compared to 49% in 2017)
12% rated the escort as only 1 or 2 star (compared to 22% in 2017).

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

Answered: 35 Skipped: 65

- Left bags in the car, texted to let us know, kept until the next day. General day to day communications goes via the Taxi company which works well. Due to the time of morning pick up they are very responsive to any last minute cancellations due to illness. Communication via email for any weekly changes to pickups/drop offs works well.
- Waited for a long time on the first day and agreed to bring him home at the end of the day despite our son refusing to get in on the outbound journey.
- He is texting ever morning to us. If I need go early to work he is helping as well
- He is very friendly to our son. He has even set him Maths challenges in the past.
- Waited for X when running late, and went back on one occasion for him
- The driver comes early when needed, such as days where there is a school outing.
- X has had several drivers and escorts, which is not helping his mental health issues. None of the escorts are experienced in special needs. They are all friendly but do not understand his mental health or behaviors. This means they can't support him in the taxi travel for 45 minutes minimum each way daily. 1.30 minutes a day without the correct care and attention. The language barrier is the biggest issue, including their inability to communicate with me about his behaviors. The school also says the taxi is a trigger.
- He will wait on our driveway if our son is struggling to leave the house.
- Always let me know when bus is late (extremely rare) due to traffic, beyond their control.
- is being safe and courteous going above and beyond?
- Advised getting my son a book or game to distract him on the journey to school as he gets restless at times.
- Always smiling helps him in and seems to be pleased to see him
- They double check with me if X gives them information. They are reliable and very pleasant to deal with
- He doesn't mind any delayed pick ups and always shows concern if my son has a hospital appointment which i

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

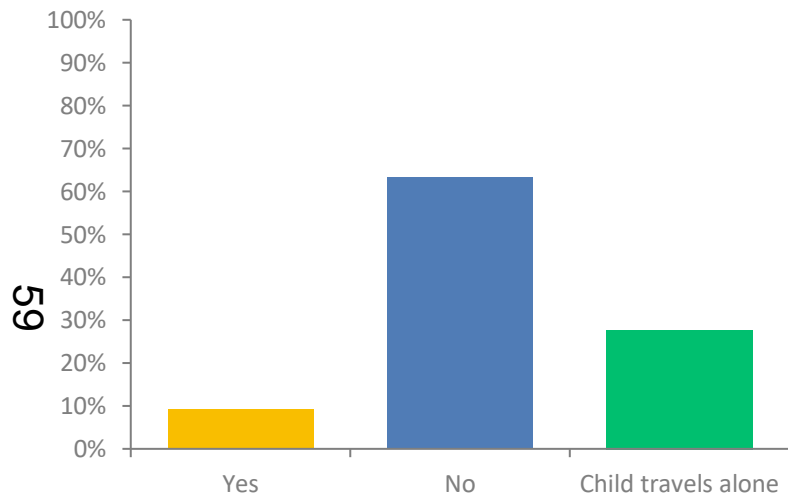
Answered: 35 Skipped: 65

- Always friendly
- The driver and escort were so unprofessional. They did not even allow me to introduce my son. Immediately I started to tell them about his needs They speak a different language and drove off.
- The driver always keeps us up to date. He is really kind.
- The driver and escort were both unprofessional and very rude. My son is nonverbal and the way they treated me is so unfair.
- Nope
- Escort gave my daughter a birthday gift.
- None
- Had awful drivers and escorts hence why I take
- Yes I had some issues with the escort she was a senior citizen and I thought she couldn't handle my child coz sometimes my child used to run off so we had some concerns n the council replaced her thanks
- When I have been a few minutes later(traffic) they have waited with him
- Spoke to me when he felt my child was distressed
- I think the fact they are mostly consistent is enough
- none
- None
- n/o
- They do tell me if they felt my son dull during pick ups from school.
- Temporary driver has returned home after AM pick up as child forgot something

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Q14: Since September 22 have you ever had concerns about the behaviour of other children who travel in the same vehicle as your child?

Answered: 76 Skipped: 24



ANSWER CHOICES		
Child travels alone	27.63%	21
No	63.16%	48
Yes	9.21%	7
TOTAL		76

For those who travel with other children 12% have concerns about the behaviour of other children in the vehicle. This is much lower than the 39% expressing concerns in 2017.

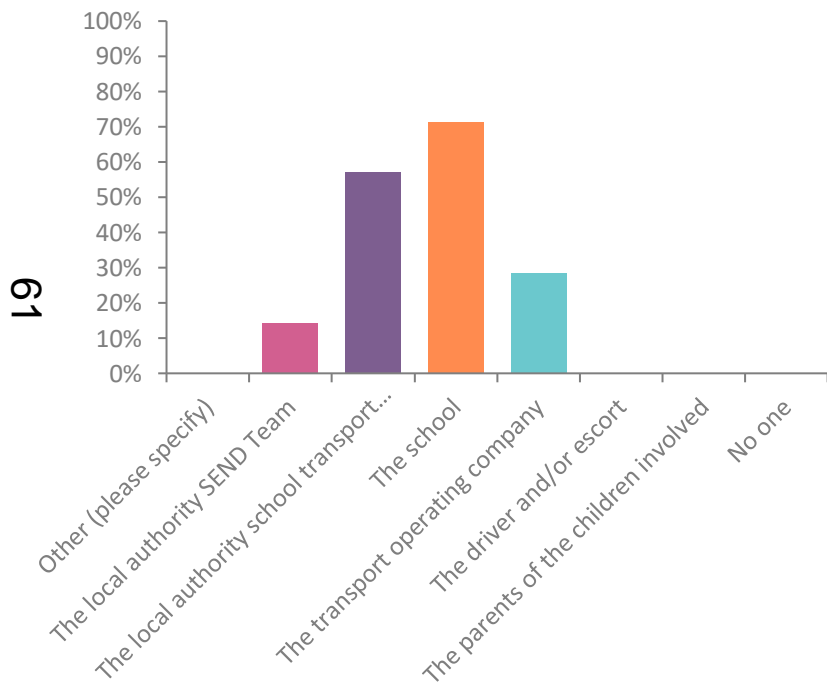
Q15: Please tell us about your concerns regarding others on the same transport

Respondents comments:

- I have had to escalate twice to the taxi company and to WBC that the taxi service provided has been inappropriate. My young person has both learning and physical disabilities and attends a schools program at a college so he is often paired with older college students who have intimidated him. They have also crammed him into the middle seat of a small car with two older adult college students because he is the smallest. Not only is it inappropriate from a safety aspect, but he also have encopresis and enuresis (uncontrollable soiling & wetting) which would make the experience very upsetting for him if he is placed in such close proximity with others and is smelling foul. On the first occasion this happened they also told him he has to wait for an hour after school ended to return with the college students when his day ends at 3.30pm.
- The other child shouts which causes anxiety for mine.
- Other children are loud and swearing. Not aware of any actions taken to address this behaviour
- My son gets very angry by noises. He starts crying and hitting himself when other children in the bus start making noise or shouting or crying. Sometimes is more than 30 minutes to come home from school,(depend on traffic)and all this time he cry and hit himself, and then all his face or part of body get bruised from his hitting. I'm very concerned about this for my son. In previous years he has gone to school by taxi , and he was more quiet during the way going or coming home from school. I don't know why they changed it and put my son with other kids. He is very sensitive from noises around.
- We had concerns as another child wasn't being safe in the taxi.
- Behavioral issues due to special needs, which were poorly managed by the escort. Escort was not supervising kids appropriately on journeys, preferring to sit in front passenger's seat with the driver.
- My daughter travels with another young person of which school are aware of a personality clash which can result in verbal confrontation between my daughter and the other young person. School, myself and the parent of the other young person have asked if a larger vehicle could be used so that there is space etc

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

Answered: 7 Skipped: 93



ANSWER CHOICES	RESPONSES	
No one	0%	0
The parents of the children involved	0%	0
The driver and/or escort	0%	0
The transport operating company	28.57%	2
The school	71.43%	5
The local authority school transport department (CTU)	57.14%	4
The local authority SEND Team	14.29%	1
Other (please specify)	0%	0
TOTAL		12

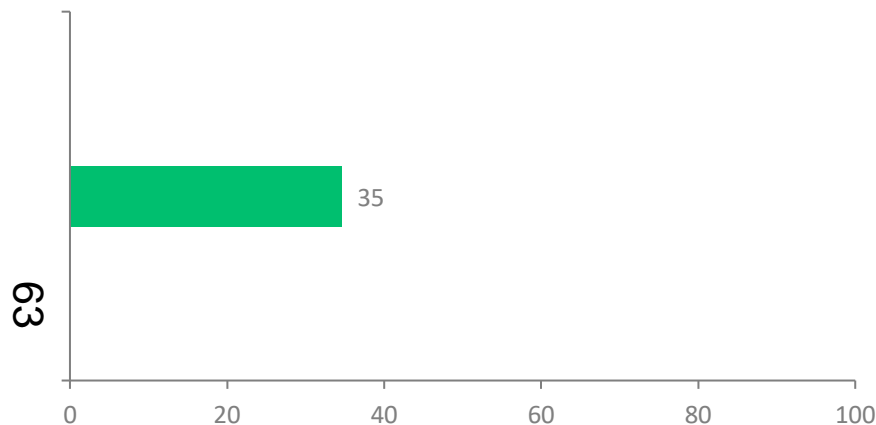
Q17: Please tell us about how your concerns were dealt with by each party you raised them with

Answered: 7 Skipped: 93

- The taxi company says they have no choice as this is how the council schedules shared taxi's so they did not take accountability for resolving the concerns. Once raised with the transport team, the situation was resolved immediately. But after the summer term, he was placed back on a shared schedule with college students again and he just refused to go to school because he could not stomach getting into the already full car with others and being crammed into a middle seat unsafely and uncomfortably for a 45 minute journey which is quite significant for a young person with anxiety disorders and physical disabilities. After raising it again, the situation was resolved immediately - but it has made me lose faith that it won't happen again.
- solution of ear defenders was given. We have found middle ground with alternative options to keep my child occupied during the journey.
- Escalated to taxi co
- I've contacted last year the local authority school transport, and I've explained my worries and concerns about my son. But it seems that they didn't get my concern seriously .
- The school were great but local authority took longer to deal with the issue.
- The escort was advised to sit with the children in the back of minibus rather than with the driver in front seat by operating company manager.
- Just told it's not an option it's what is contracted and supplied

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

Answered: 7 Skipped: 93



Score of 35/100

The score of 35 out of 100 (1 = very unhappy, 10 = very happy) indicates that parent carers were generally not pleased with the way that issues were resolved.

Q18: Please tell us about why you answered the way you did

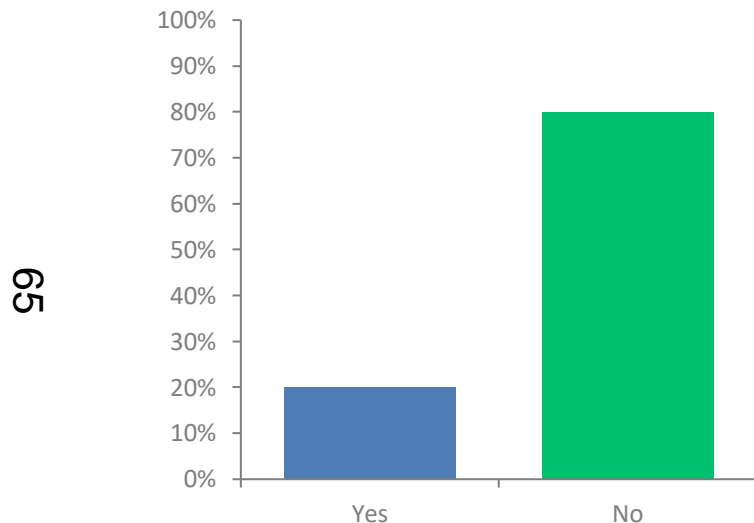
Answered: 7 Skipped: 93

- Because I'm not convinced it wont happen again!
- We are still in the testing phase of this alternate solution.
- Because this is the way I'm feeling .
- I feel my child is now safe in his taxi.
- The driver and escort do not have sufficient knowledge and understanding what Autism and other learning disabilities and special needs all about. We are not sure what exactly is happening on the bus, when parents are not there to see. The escort and driver not friendly or approachable.
- I know the other young person has not been getting the transport because of the issues.

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Q20: Since September 22 have you ever had concerns about the behaviour or driving/safety of the driver or escort ?

Answered: 75 Skipped: 25



ANSWER CHOICES	RESPONSES
No	80.0% 60
Yes	20.0% 15
TOTAL	75

It is a concern that since September 22, 20% of respondents have had concerns about the behaviour or driving/safety of the driver or escort. However, this is an improvement from the 25% with concerns in 2017.

Q20: Please tell us about your concerns about the driver and/or escort (since September 22

Respondents comments:

- Drives over the speed limit. Runs through red lights in traffic (we caught him doing so and even a family friend stopped to have a chat with him about driving safely with children onboard) Let's young children lean out of the passenger window Drives too fast and barely waits for the escort to close the bus door or put his seat belt on
- My child has reported unsafe driving to me on regular occasions
- Various drivers attend - we have had issues when asked for their ID, driver's have been rude and very reluctant to produce ID - or have no ID and can only produce what has been sent on their phone. Never see the driver who drops our son off as they never bring him to the door just sit in their car. We have had drivers stomp off, spit on our driveway, mumble and moan when asked for their ID. They do not wear their ID's. Spoke to Wokingham School Transport and put in complaint about Green Metro Cars - my son is repeatedly getting into school late.
- They can not manage my child's behavior, and he's got out of the taxi numerous times by opening the window and using the outside handle to open the door. The Huckleberry therapeutic school, Wantage, can tell you more as they witnessed this and the issue with the taxi.
- Please refer to the last question
- The not understanding why they need a car seat for a four year old, but also for a child that has additional needs.
- Not witnessed first hand, only incidences my daughter has told me about. However, I'm unsure if her perception of what happened may differ to the actual incident. She has hated school transport ever since her taxi company changed in September 2021, and she lost most loveliest of drivers she had travelled with for 2 years. She has never been happy with any driver since, (not that I blame her, as we have had very poor experiences with Green Metro since, which have been handled by CTU)
- Permanent driver is very elderly
- Not happy at all. My Child who is autism and learning difficulties . Drivers Keep changing and Escort. This really stresses him out. He does not like change at all

Q20: Please tell us about your concerns about the driver and/or escort (since September 22 cont.

Respondents comments:

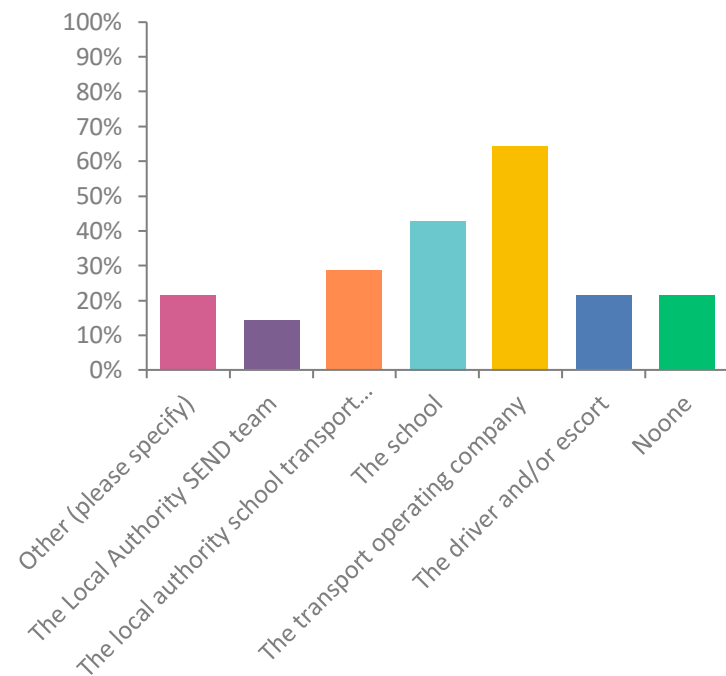
- Had to be reported to LADDO.
- Driver got lost when first doing the journey of which my daughter was texting me and panicking I rang the transport people who contacted driver it took 1.5 hours to get home that day
- Did not collect my child despite being told twice in one day that they are collecting from school. School have also reported that they often get to school late to collect my child
- I explained above about escort and driver.
- That was a different driver and escort in September, they were not briefed about my child's needs, the driver seemed disinterested and the escort was so old and frail, I was concerned she will not be able to handle my child. We refused the service at the time.

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

Answered: 14 Skipped: 86

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ANSWER CHOICES	RESPONSES	
Noone	21.43%	3
The driver and/or escort	21.43%	3
The transport operating company	64.29%	9
The school	42.86%	6
The local authority school transport department CTU)	28.57%	4
The Local Authority SEND team	14.29%	2
Other (please specify)	21.43%	3
TOTAL		30

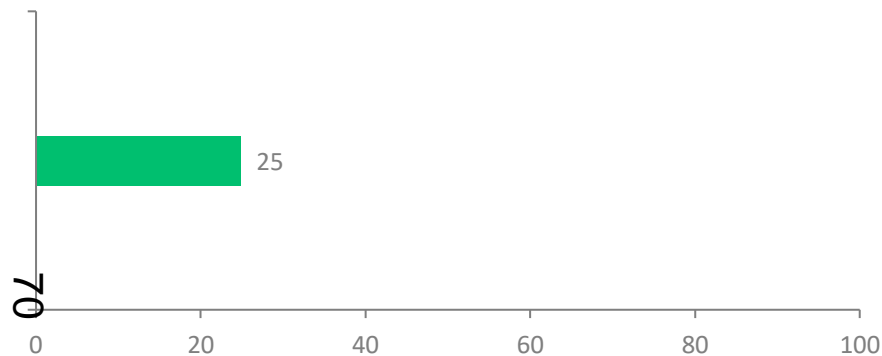
Q23: Please tell us about how your concerns were dealt with by each party you raised them with

Respondents comments:

- Nothing has been done, considering raising a formal complaint to the Council as we have several witnesses to confirm our claims
- This has not been raised (yet)
- Firstly general email about traffic. Not happy with response. Then told drivers will have ID and asked parents to be understanding
- Nothing has been raised, just a warning that they may refuse to take him in a taxi. This is a great support to a single mother who works and has a child with a lot of mental health and disabilities. I am trying to apply for Mobility from DLA so I can give up work and drive him to school. 140 miles per day 5 days a week
- Nothing has been done yet
- The taxi company wasn't very help at all. And although things were promised, they did not happen. Once spoken to the council they were quick to help solve this.
- n/a
- Driver is currently off and has been replaced with a different driver
- Emailed transport and seems to be ok now
- School said they would keep an eye, transport company said nothing and that it was a misunderstanding and escort apologised
- We were promised by operating company manager that escort will start supervising kids on the bus by sitting with them rather than with the driver in front.
- It took about 2 months to address the issues, as these were not dealt with before start of school. Appropriate harness had to be ordered even though I did let them know before hand that my son was using harness with Readybus. It resulted in my son missing schooling for up to two hours a day each day as had to take 3 kids to 3 different schools myself.
- Don't know no one has told me the outcome of the complaint
- t was dealt with by the company and the issue didn't repeat

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

Answered: 14 Skipped: 86



Score of 25/100

The score of 25 out of 100 (1 = very unhappy, 10 = very happy) indicates that parent carers were not pleased with the way that issues were resolved.

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

Respondents comments:

- Just stating facts as we believe the driver is not taking our child to school
- Child still getting into school 5-10 minutes late at least twice a week. Paying for a service not being received.
- Taxi has always been an issue as they are untrained escorts. We had one gentleman who was in his 70s and found my son challenging to deal with. This gentleman also opened my front door and walked into my living room on more than one occasion, returning my child. The other escorts have always knocked or rung the bell or let my child enter and see me in the home. I have not had a taxi or escort yet that knows anything about my child's needs or disability. Only one has been of good English but was 70 and entered our home without an invite. I feel no preparation goes into transport, it's last minute, and in less than two years, my child has had several different escorts and taxi drivers with no understanding of his care needs.
- ~~Main~~ reason is due to child safety .
- I just feel that although I'm very grateful for the help in getting my child to school. I also feel very let down and I feel like he is also let down from this experience. And experience that will more than likely last his schooling life.
- n/a
- as above
- I am very happy with our current driver and the escort
- I don't know what happened
- Issue not repeated

Q26: How would you rate the TRANSPORT SERVICE PROVIDED BY the LOCAL AUTHORITY?

Answered: 64 Skipped: 36



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
72	10.94%	7.81%	14.06%	28.12%	39.06%	64	3.77
☆	7	5	9	18	25		

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

Answered: 63 Skipped: 37

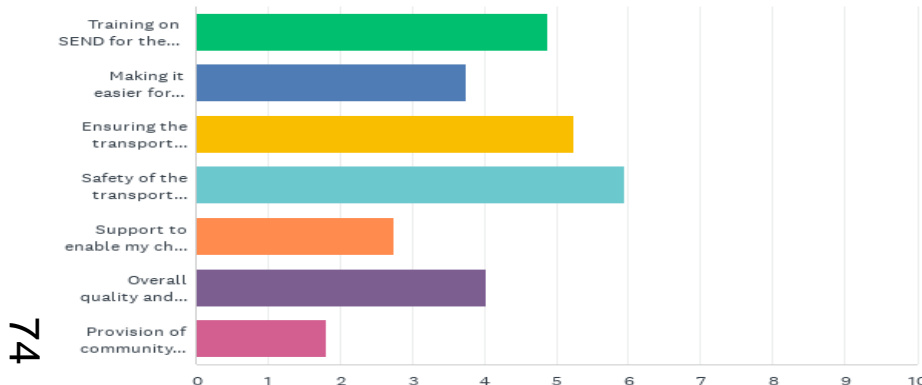
73



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	11.11% 7	9.52% 6	17.46% 11	19.05% 12	42.86% 27	63	3.73

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

Answered: 64 Skipped: 36



	1	2	3	4	5	6	7	TOTAL	SCORE
Training on SEND for the people providing the transport	18.97% 11	20.69% 12	20.69% 12	17.24% 10	17.24% 10	1.72% 1	3.45% 2	58	4.88
Making it easier for parents to raise any issues or concerns with their transport	6.78% 4	10.17% 6	8.47% 5	22.03% 13	33.90% 20	16.95% 10	1.69% 1	59	3.76
Ensuring the transport provided is appropriate and suitable given my child's needs	13.79% 8	29.31% 17	32.76% 19	18.97% 11	3.45% 2	0.00% 0	1.72% 1	58	5.24
Safety of the transport provided	54.10% 33	13.11% 8	14.75% 9	9.84% 6	8.20% 5	0.00% 0	0.00% 0	61	5.95
Support to enable my child to travel independently	0.00% 0	6.78% 4	13.56% 8	6.78% 4	16.95% 10	33.90% 20	22.03% 13	59	2.76
Overall quality and reliability of the transport provided	5.00% 3	20.00% 12	13.33% 8	23.33% 14	15.00% 9	20.00% 12	3.33% 2	60	4.03
Provision of community transport for socially isolated resident	4.92% 3	3.28% 2	0.00% 0	1.64% 1	4.92% 3	21.31% 13	63.93% 39	61	1.82

The top 3 priorities for parents of SEND children are:

- Safety of the transport provided
- Ensuring the transport provided is appropriate and suitable given my child's needs
- Training on SEND for the people providing the transport

This is exactly the same as the results in the 2020 poll.

Q29: Please feel free to give us any other comments related to school transport

Respondents Comments:

- Disabled transport provision in Wokingham is rarer than pixie dust especially if you need transport at the same time as the school run
- My child has been taxied for the past 4 years. This company has been the absolutely worst - even when I call the company Green Metro Cars with the number I have been provided with - you can hear the person is on a job himself. No consideration given to child's needs - drivers are rude about being asked for ID - one driver pointed at his car and said can you see I'm a cab driver and spat on the floor as he walked off. Continually late with no call or message to give estimated time of arrival - given they supposedly understand the child's needs and he suffers from high anxiety - has the audacity to state in their responding email that they are not deliberately trying to cause the child or parent a problem - so unprofessional. We even had to state that our child is not an amazon package !!!!!
- On the whole the service is good but there have been issues on occasions with my son not being collected. However I am satisfied the taxi company have put things in place to stop this happening again.
- WSC should work with parents to provide personal budgets so that parents can afford to transport their children/young people, however their payments need to be realistic .45 per mile is not.
- Third different driver, this term, and different vehicle starts next week. We were not consulted by Wokingham when passenger assistant (escort) was removed, after a settling down period, to check if we (as parents) were still happy with the transport arrangements.
- This service is invaluable for me as the sole carer of a child with multiple disabilities. It also assists with an environment not local to us. I truly appreciate everything that is done for us.
- I feel putting the safety of transport as an option is wrong. Safety for any car on the road, especially a taxi, should never be questioned. Quality and reliability, again, are things that need to be in place to ensure the child attends school. Without these selections, all my answers 2/3/5 would be my top 3 concerns for my child, which I believe this survey should be more focused on !!!! The clear issue is that taxi drivers and escorts are not training for children with or without SEND. They are randoms paid by the taxi company with no experience working with children. Do you even know the names of the people in the taxi - I don't even get told this basic piece of information for communication. No names to give my child!! The other issue is sometimes a SEND child takes time to settle and get in and the taxi is not prepared to wait or show understanding when this happens. child with trauma can trigger anytime.

Q29: Please feel free to give us any other comments related to school transport

Respondents Comments:

- Our sons escort was stopped without warning us. We never met drivers and had different ones every day until recently where it is now consistently the same driver and car. This has helped a lot. We don't know how much the driver knows about our sons needs, or SEND. Would the driver know what to do in a difficult or dangerous outburst from our son?
- Generally the taxi always turns up with only one or two exceptions, however, I need to drive my other son to school which takes ~30mins and then get to work. I've asked on several occasions for a specific pick up time, ideally 8am so that I have time to drive my other child to school but this hasn't been given. By 8.15am I know I'm going to get caught up in Wokingham traffic and be late for work. Having an 8am pick up time would help reduce stress levels in the morning for me and my two boys who both have Aspergers. Without a specific pick-up time we have to be ready early and potentially wait around for 30mins. We are never contacted if there are delays. When it gets to 8.15am I call the office to see where the taxi is. Sometimes they don't pick up the call and I try to call the school to see if they know anything. Improved communication and a slightly earlier pick up time would help a lot
- Over all we are concern about the escort service as we think I might be difficult for an elderly lady to handle two autistic children specially if they have meltdowns or urge to runaway . The driver and the escort should have some SEND training to handle challenging behaviour from children. The driver and the escort both should have a Extended DBS changes . Where possible the drop off timing should be same as the routine is very important part of autistic children . Where possible ,the driver and the escort should be same everyday for chid reassurance and fimilarity . We have a very positive experience in 2019-2021.where the services were provided by same taxi driver and the same escort everyday.
- The LA has not been forthcoming for years in relation to transport and re-imbusement.
- I do not believe Green Metro Cars are a suitable company to provide school transport, especially not for children with SEND. They do not seem interested in the child they are transporting, and do not make any effort to talk or make the child feel comfortable. Their communication skills are pretty much non-existent - no communication at all at the beginning of the academic year with information about the taxi, driver, other children sharing the transport. There is no communication if a different driver/taxi is collecting/dropping off, nor if the driver is running significantly late due to traffic etc. This is not helpful at all for a child who's main needs are SEMH, and who needs a lot of reassurance. We NEVER experienced any of these issues by the previous transport company (ABC Travel), so I know suitable companies do exist! It definitely seems that the council are more interested in protecting their purse, rather than making the safety and wellbeing of extremely vulnerable children their priority!

Q29: Please feel free to give us any other comments related to school transport

Respondents Comments:

- Would of been nice to meet the driver before my daughter having to travel with them. Only started using transport on the 21st Nov. Its the 29th Nov now and we have seen 3 drivers. We have different drivers in the morning and afternoon. No notice of change of drivers.
- Am so disappointed with Wokingham bourgh transport. My son has been using transport for one year without any issues with his previous transport. He just changed a new one for just three days and it's be cancelled. Its so unfortunate and unfair for my son whose needs are so severe and he doesn't have any awareness of things. His been out of school since . Both me and my husband are non drivers and will find it really hard to get to his school where two buses are involved and will take us one to two hours to get to kennel lane. My son is a British citizen and have a right to education, so since his been denied some of his rights due to his disability, i think is so unfair. This has affected me emotionally. But it is well I will take it in good faith.
- It would be helpful if myself and taxi escort could exchange numbers so that they can tell me if they are going to be late or early.
- Biggest frustration with transport company is not letting you know if driver is running late. Driver is obviously not allowed to text whilst driving but escort could but they dont seem to have a mobile phone so communication is poor
- Would never trust the transport again Would be nice to have a reminder of getting milage allowance before September
- We are happy with the transport
- The transport it very good. However trying to talk to anyone at Wokingham council has been really hard,they don't listen to parents and their concerns there is no dedicated team to contact
- Mostly they are good and reliable. It would be good that, when traffic delays are expected from roadworks, that maybe some thought could be given to adjusting routes or timing to allow for delays, if possible
- More mandatory regular training for transport providers about special needs and disabilities. More accountability from transport regarding lateness to pick children up in the mornings.
- The school bus for Emmbrook Secondary School is run by Horseman coaches. It has broken down, been late on numerous occasions, and even provided one minibus when there were too many kids to fit on it leaving them at school. The school & transport company are always made aware when this happens.
- You should be putting childrens needs above costs.

Q29: Please feel free to give us any other comments related to school transport

Respondents Comments:

- I've tried scoring the statements above but each time I move on to the next statement it removes my score from another. So I would say I think the priorities are:# SEND training = 1 Raising issues = 4 Appropriate to needs = 2 Safety = 1 Independence = 7 Quality = 1 Community transport = 2
- Everything is ok. Thank you so much. My child is very happy Last year he had morning different driver afternoon different. Now he is happy with one driver. Like him and trust
- They have changed the way my child gets picked up . Last year he was collected from the house which is what we prefer. Now he has to walk to a bus stop and wait to be collected which can take upto 20 minutes in the rain . As a SEND child he finds this difficult
- with the LA it is simply contractual - we complete info on disability but its not digested do not listen to parents when concerns and clear issues are raised
- Can a standard be set regarding the occupancy of a vehicle and type of vehicle supplied. ie a black cab for 3 ASD and or ADHD young people and chaperone is too close confines for a 45 min journey
- Some initial hiccups but sorted promptly. It might be good to know contact details of WBC transport team at the start.

on
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