



SEND HOME TO SCHOOL TRANSPORT

CODING FRAMEWORK

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Business Intelligence, Commissioning Support Unit

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Notes

- All comments are reprinted verbatim including spelling and grammar errors.
- Some comments have been redacted.

Application process

1 Comments related to the application process

Subcodes	IDs																	
	4	10	24	82	90	99	102	109	127	129	138	163	181	208	220	222	259	262
1.1 agreement	4	10	24	82	90	99	102	109	127	129	138	163	181	208	220	222	259	262
1.2 Clarity of process	10	79	138	177														
1.2.1 clarify impact on specific people	79	168																
1.2.2 college applications	138	177																
1.2.3 impact of transport on school placement	10																	
1.2.4 timelines	138																	
1.3 critical of the proposed changes	262																	

4	I agree with not having long forms but I think the whole eligibility criteria you have as a council is disgusting compared to other councils. My nephew got travel training and picked up for school with Solihull council from year 7 and it isn't his catchment school. With you if it isn't the catchment school you just wash your hands with the kids and leave them to the parents
10	In some ways the proposals seem sensible & intended to achieve greater consistency but as the costs of transport has previously been hugely important in school placement decisions, it is hard to see how each decision, placement & transport, would be taken separately. Parents will need to be satisfied that the school placement decision is taken first on the basis of appropriate criteria (not including transport) and that the transport decision is taken second. Also, what is the appeal process in relation to the transport decision? Who makes the decision and how would parents get this reviewed & by whom?
24	Would be beneficial to our son who has CMT and increasingly is unable to get to school without lots of help
82	Life is already difficult enough - any simplification of the application and feedback process is good progress

90	Applying for transport was complicated and stressful. The team bless them are fantastic and without them I wouldn't of been able to get it as it was confusing. The changes makes sense but also if the school is close its refused and you need to appeal even though they have mobility needs. There needs to be a section that you can explain needs/ ask for concent to look at ehc plans to get better knowledge of a child's needs to limit presure on appeals teams and parents. Also the taxi company that my son uses isn't that great it states same person but there always changing support person and taxi driver&car and they are not doing hand over there leaving him to go off on his own at school and home, this is dangerous as he hasn't got great knowledge of danger. Better explaining needed as I have rang and emailed my complaint but there not listening to me or transport 🙄
99	Easier process for parents if service is required. Seems less paperwork needed for the same end results.
102	Seems straight forward and less time consuming for parents
177	We often have to support families to make an application as the process is currently very complicated. The deadline for transport applications is often before a place in college is agreed making it an anxious time for young people and their families.
109	Less confusion for parent carer.
127	Anything that can stream line the services is beneficial
129	Current online form isn't too onerous. However, a tick box on the school place application form is a good idea.
138	I agree but I am wondering how this affects a person going to college? It seems very easy just to tick a box when you apply for a school place but when you are applying to several different colleges and are dependant on your gcse results will this new system work? will the IT be ready in that time? Applying for a place on the old form was not that difficult and in all honesty it would have been better if I was given some idea of timescales at the start of filling the form in because it was quite an anxious time.
163	I believe the proposed change would make the application simply. Also it would be easy or quicker for parents to see if there child is eligible on time or not
181	Totally makes sense for transport to be contacted as soon as school/college place has been offered and I would appreciate this, especially not having to make a separate application
208	The listed potential outcomes justify such action.
220	Anything that makes the system simpler is worth following. Provision needs to be put in place to manage those pupils whose SEND needs become apparent at a later stage such that they can no longer use the available school bus
79	Not sure how the changes will affect families.
222	Any way to simplify the procedure and lessen the stress on already overwhelmed parents/guardians is a positive move.
259	Do not agree with your proposed changes I'd want to see the needs assessment matrix first The LA are responsible for ensuring send students have transport.
262	School transport is extremely expensive and resources finite. I believe this change will mean more families who don't have a pressing need for transport accessing it as it is part of a standard application form, it would be better as is, a separate application, therefore families who really need the resource will apply. The reality is also that school transport as it is in Warwickshire with limited taxis and suitable passenger assistants means this resource must go to those that need it most, not those who tick another box on a standard application form. The resource is not there for the system already in place.

2 Comments unrelated to the application process

Subcodes	IDs							
2.1 clarity or absence of processes	10	66	94	138	213	220		
2.1.1 appeals	10	94						
2.1.2 provision for in year transport	220							
2.1.3 transport arrangements	66	138	213					
2.1.3.1 organisation of college transport	66	138						
2.2 Critical of eligibility criteria	4	11	22	35	84	90	133	
2.2.1 consider more information	90							
2.2.2 EHCP, named school	22	84	133					
2.2.3 proximity and Catchment	4	11	35	84	90			
2.2.3.1 transport only for Catchment school	4							
2.3 Critical of Transport services	6	167						
2.3.1 critical of travel training	167							
2.3.2 Do not provide transport for anyone	6							
2.4 personal transport experiences	11	22	35	66	90	138	177	213
2.4.1 helpful staff	90							
2.4.2 impact on children, young persons	11	22	35	66	177	213		
2.4.3 Impact on families	4	11	22	90	138	177		
2.4.4 unhelpful WCC staff	22	90						
2.4.5 unskilled support staff	90							
2.5 suggesting additional services	16	35	96	259	262			
2.5.1 paid transport for all	16	35						
2.5.1.1 paid transport for SEND children	35							
2.5.2 travel training	96							

4	<p>I agree with not having long forms but I think the whole eligibility criteria you have as a council is disgusting compared to other councils. My nephew got travel training and picked up for school with Solihull council from year 7 and it isn't his catchment school.</p> <p>With you if it isn't the catchment school you just wash yours hands with the kids and leave them to the parents</p>
10	<p>In some ways the proposals seem sensible & intended to achieve greater consistency but as the costs of transport has previously been hugely important in school placement decisions, it is hard to see how each decision, placement & transport, would be taken separately.</p> <p>Parents will need to be satisfied that the school placement decision is taken first on the basis of appropriate criteria (not including transport) and that the transport decision is taken second.</p> <p>Also, what is the appeal process in relation to the transport decision? Who makes the decision and how would parents get this reviewed & by whom?</p>
11	<p>My son wasn't eligible for the transport as his school is less than 2 miles away, I wasn't given any other options so have to rely on public transport for him to get to school, and now that bus</p>

	[number redacted] is getting stopped at the end of the year, so have no idea how hes going to get to school in the new year
22	<p>The current system is unclear and nobody tells you anything about it. My son's QTVI was unsure. The member of staff at WCC I spoke to about it when applying just told me to go on the website. Nobody called me when I applied and my son's taxi wasn't sorted out until the beginning of September.</p> <p>I haven't selected strongly agree as my son is VI but does not have an EHCP so I am unclear as to how 'Once the school/setting is named in the EHCP a check would be carried out to see if the child or young person is entitled to transport' would work. I could see some pupils falling through the gaps if a EHCP is needed.</p>
133	There might be reasons that the young person is entitled to transport that is not on the EHCP, eg a sibling in another school. How will this be accounted for or will it cause an application to be denied and then the need for families to appeal thus creating further time-consuming tasks?
16	Paid Transport for all
167	Your travel training is a joke completely useless and a waste of tax payers money
35	<p>Make access to all send children to have the ability for transport to support parents and carers. Currently we are not allowed as apparently live too close (safe to walk as the crow flies) but it's a 40 minute walk along roads and our child has no road safety skills</p> <p>We also live opposite the company who offer the transport to our child's school</p>
66	<p>Personal feedback from many parents is about our systems organising POST 16 transport and the difficulties with knowing their young person's timetable PRIOR to term starting.</p> <p>This includes the mainstream college placements at all Warwickshire Colleges as well as at AP such as Lamp.</p> <p>Students simply to not have access to their days/times of study before first and sometimes second week of September.</p> <p>This means they regularly miss first 4 weeks of term... with a young person with SEND, particularly a mainstream setting.. all our transition work is wasted and the placements are routinely not successful. It's very sad.</p>
90	<p>Applying for transport was complicated and stressful. The team bless them are fantastic and without them I wouldn't of been able to get it as it was confusing. The changes makes sense but also if the school is close its refused and you need to appeal even though they have mobility needs. There needs to be a section that you can explain needs/ ask for consent to look at ehc plans to get better knowledge of a child's needs to limit pressure on appeals teams and parents.</p> <p>Also the taxi company that my son uses isn't that great it states same person but there always changing support person and taxi driver&car and they are not doing hand over there leaving him to go off on his own at school and home, this is dangerous as he hasn't got great knowledge of danger. Better explaining needed as I have rang and emailed my complaint but there not listening to me or transport 🙄</p>
94	include after tribunals/ appeals or allocate school.
177	We often have to support families to make an application as the process is currently very complicated. The deadline for transport applications is often before a place in college is agreed making it an anxious time for young people and their families.
138	<p>I agree but I am wondering how this affects a person going to college? It seems very easy just to tick a box when you apply for a school place but when you are applying to several different colleges and are dependant on your gcse results will this new system work? will the IT be ready in that time?</p> <p>Applying for a place on the old form was not that difficult and in all honesty it would have been better if I was given some idea of timescales at the start of filling the form in because it was quite an anxious time.</p>

6	The transport shouldn't be provided. Not fair to none send children
213	Late notification of proposed secondary schooling and then waiting for official written confirmation, leaves little time for my son to adjust to the proposed new arrangements for his travel to school, his adjustment to a new school and to the separation of home/mother and twin sibling. He will need to become accustomed to travelling independently albeit it with transport supervision as this is something he is not accustomed to.
84	Need to change the named school part as it may not have been identified and if then a further away school is chosen then transport may be rejected as not closest but may be the most appropriate for the child further away
220	Anything that makes the system simpler is worth following. Provision needs to be put in place to manage those pupils whose SEND needs become apparent at a later stage such that they can no longer use the available school bus
96	preparation and travel training could form part of the transitional arrangements and also help with determining school preferences

3 Critical of all changes

259	Do not agree with your proposed changes I'd want to see the needs assessment matrix first The LA are responsible for ensuring send students have transport.
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Needs Assessment Matrix

1 NAM related comments

Subcodes	IDs														
	4	22	24	34	90	109	163	204	208	222	227	232			
1.1 agreement	4	22	24	34	90	109	163	204	208	222	227	232			
1.1.1 NAM could be good with amendments	10	82	84	102	266	293									
1.2 include more information in decision	10	34	35	82	88	94	95	99	102	180	207	242	266	277	288
1.2.1 other professionals	10	102													
1.2.2 needs of family	34	102													
1.2.3 child safety and vulnerability	35														
1.2.4 travel time and distance	94	99	102	242											
1.2.5 social, mental and emotional health	102	180	277												
1.2.6 neurodiversity and individual differences	88	95	207	266											
1.3 clarity needed	10	84	95	102	208	288	294								
1.3.1 scoring and allocation	208														

1.3.2 define criteria better	84	102													
1.3.3 information sources	10														
1.3.4 qualifications of staff	95	288													
1.4 critical of NAM	85	86	88	95	102	128	172	180	207	230	259	266	277	288	294
1.4.1 children to be looked at individually	66	95													
1.4.2 danger of scoring people out of support	85	128	207												
1.4.3 human judgement is missing	95	172	180												
1.4.4 tool is too limited	10	82	88	95	102	172	242	266	277	288	294				
1.4.5 NAM would cause confusion	95														
1.4.6 qualifications of assessors	10	95	102	288											
1.4.7 unclear of appeal process	10	82	222	230											
1.4.8 disagree with offer transport options for scores	86	180													
1.4.9 implies false accuracy	207	294													
1.4.10 holistic view is needed	230	294													
1.5 review needs over time	90	94	265												
1.6 emphasizing individuality	11	66	82	109	213	276									
1.7 timelines	213														
1.8 alternative suggestion	66														

10	Asking a colleague to review application of the matrix is not a sufficient appeal process. The matrix should be the starting point. There may be other factors which need to be taken into account in each particular case. The person making the transport decision should also be required to liaise with social workers and other professionals involved including schools. Which begs the question, how & where do they get the information from which is needed to apply the matrix?
85	I see this as a way to score people out of support
4	The matrix looks like a much better way to assess a child's needs but that's only on the off chance you are accepted and in the catchment school which is hardly ever the best option for a child with SEND!!
11	Not all children are the same, their needs should be looked at individually not as an umbrella category
86	Public transport not an option for children with ASD
22	My experience was that the selection criteria was totally opaque. This would give much more clarity.

34	I agree the transport is based on need of the child however I feel the need of the family needs to be considered
35	Need to take into account child safety and vulnerability not just location
24	Clearer and more detailed process
84	Interested in the idea but the criteria seems open so needs to be more defined
82	As long as the matrix is not the only factor used. There must be allowances for specific individuals whose needs are not wholly covered in the questionnaire (there will be some). Also needs a robust appeals system remembering that these are aspects of peoples lives that are being decided.
213	Every child requiring transport is different, their needs must be assessed separately and sincere consideration given to their mental health ability in having to adjust to a major change in their life/lives. Would suggest that these needs are addressed sooner rather than later in consideration of providing transport help.
88	I don't feel there is a wide enough scope of needs in the current or proposed matrix. For example, my daughter is physically fine but would possibly only score under vulnerability and ITT. There needs to be more scope for scoring across a wider range of neurodivergent issues.
90	As I mentioned before the needs of the child needs to be known before making a decision, this is great :) also applying every year even though needs won't change ??
109	Help and support offered on individual needs.
128	This sounds to me like an exercise to reduce the number of children using taxis and minibuses to get to their specialist settings. The number of children who can travel independently will be negligible and your definitions of vulnerable may not match parents views. One would assume that children and young people who have been assessed as requiring specialist school provision are vulnerable enough to require specialist school transport. A matrix scoring system will surely lead to situations where children don't score enough to receive it. Vehicle shortage and budget cuts have obviously contributed to this new 'matrix' idea
163	I think it is a good approach especially the Independent Travel Training option and Behaviour.
204	If it reduces burden on taxpayer it's ok.
94	"sympathy options." Used as a guide, Annual Review of transport needs. Look at max travel time.
172	The matrix is overly simplistic, if a child has specific need based on one of the criteria (say medical) but the others are not significant (Behaviour, mobility, vulnerability) they would not be rated highly by the process and thereby excluded from services. A human assessment of the individual child and the circumstances and available services in the area would give a better outcome than a tick box exercise.
262	School transport is extremely expensive and resources finite. I believe this change will mean more families who don't have a pressing need for transport accessing it as it is part of a standard application form, it would be better as is, a separate application, therefore families who really need the resource will apply. The reality is also that school transport as it is in Warwickshire with limited taxis and suitable passenger assistants means this resource must go to those that need it most, not those who tick another box on a standard application form. The resource is not there for the system already in place.
265	This needs to be flexible and ongoing to highlight any issues further down the line once implementing and provision for any amendments to be made.
95	I find it almost impossible that the NAM would be able to accommodate for all children and take into consideration all triggers and all possible outcomes. It feels like there is a want to put all young people into boxes which is absolutely disgusting. I have experienced the current process and found the level of engagement with the relevant departments to be outstanding. I cannot see how the NAM would improve this service. If anything, it would cause confusion for parents and carers. Who in the risk assessment department is qualified to determine what status a medical

	<p>need is classed as? Are there staff with extensive medical knowledge to make those decisions? Are there Drs or Nurses available to offer guidance on what level that young persons medical needs should be scored at? It is hard to believe that all disabilities and needs can be included in a matrix. Will the decision be a computer program based response? Or will it continue to be the same staff who already make these decisions? I am concerned that using the matrix will reduce the communication between parent/carers and the transport departments thus removing the human elements to the process. Children with additional needs are already isolated in one way or another and parents and carers fight this all the time. Having to fight another step in their lives is not something that is necessary. My interpretation is that the decisions and outcomes will be the same as they currently are so I do not think adding more steps is necessary. Especially when you are trying to make the process simplified. Seems very unnecessary .</p>
276	<p>Different abilities require different things. It's not fair to shelter a child who may be capable if more or vice versa, to provide inadequate or inappropriate support/assistance for a child that requires it for safe and secure transport.</p>
99	<p>Distance to placement should also be a factor. Not all school places are accessible for all parents. When attending a special school parents can't make a selection from several schools in a catchment area as other children's school placements are made.</p>
102	<p>I think as it is doesn't quite work as</p> <p>1 - I would be worried about who would be carrying out the assessments</p> <p>2 - there is no section about distance or the complex nature of public transport from/to a particular location. For example some of the more remote villages in Warwickshire may not have reliable public bus services or they may not be very often. Also the duration of the journey and whether changes would be needed for longer distances (I.e there isn't a direct public transport route). These would impact whether any child could access independent travel. One CYP may be able to access a short bus journey to school with some support, but not a long complicated journey. Also I would be worried about how remote some places are and the child travelling alone and getting off the bus alone etc.</p> <p>3 - as far as I can tell there is no mention of social, emotional and mental health need. This may come under medical and vulnerability but it's not very clear for whoever is assessing. For example a child may have the cognitive ability to access independent travel training but have such high anxiety that they cannot access it at all. I feel like this needs a little more explaining so children aren't being forced into something they cannot achieve.</p> <p>4 - also family dynamics don't seem to be taken into account. If the CYP got public transport will there be someone at home to receive them at that time? (as this is dictated by the bus timetable) . How will the CYP get to the bus stop and again is this possible at the times the buses are there?</p> <p>5 - I think the medical section needs a bit more explaining as it comes across as it being just for if medical assistance is/may be required on transport, whereas the fact that ADHD is on there also suggests to me that it is about maybe assistance with paying attention to where they are/where they need to be (where to get off), help with anxiety, knowing and avoiding dangers? And if it isn't about these things then it should be.</p> <p>I think overall the matrix could be a good tool as long as it is used properly with a few extra considerations and clearer explanations of what is required in each section and the right people doing the assessments who actually know the child (not someone who has met them for 5 minutes for example) and that take on board other professionals opinions.</p>
293	<p>It could be a good idea alongside an actual conversation about the child's needs as they may be dynamic.</p>
230	<ul style="list-style-type: none"> - Potential risk of trying to fit young people's needs into boxes/categories when a wider holistic view is needed to fully understand the issues in providing appropriate transport - Need a clear process for how to deal with disagreements between the assessing Team & parents/carers

208	Whilst it is difficult to see any process being perfect, the proposed approach to measure need in a structured manner looks to be an improvement on current practice. Suggest some flexibility maybe required in the interpretation of the final 'score' as a high sub-score in say Vulnerability may alone justify a more supportive travel regime.
180	<p>The second example for me personally takes away any social setting because he's scored high. The maybe for an appropriate shared minibus is a bit of a cop out. The school day starts when they get into the bus. Unless it impacts on the length of time children have to be on the bus I feel the isolation is a little uneconomical.</p> <p>My child has epilepsy, in the [redacted] years my child has been using the transport the drivers/assistants have never been trained for seizures or allowed to give rescue medication. They just keep an eye on [redacted] and would call an ambulance if [redacted] is having one. I used to have [redacted] carry rescue meds [... redacted] but they weren't allowed to use it and ambulances will have it anyway.</p> <p>Whilst I agree all staff should be trained for seizures, Having To have people trained to drive a child with epilepsy brings the problem of reliability. If the trained staff aren't available, the child may have no option but to stay at home. This impacts on routine, behaviour and attendance which is out of their control.</p> <p>In an ideal word everyone would be trained especially as they would be choosing to work with disabled children. But in my daughters case she doesn't have stereotypical seizures so I would have to explain and run through what happens. If I had to do that for all the staff it becomes too much.</p>
222	It sounds very good in theory but there's always glitches or issues with new programs and what would the option to appeal against a decision made? Would that be an easy process or would the matrix be considered as correct 100% of the time?
66	Depending on case by case needs. At Flex independent travel training is always our first option.
207	The use of numbers implies a degree of accuracy that is unachievable in this scenario. The needs of children with neurodivergent traits will be disproportionately affected and leave them even more disadvantaged. This proposal is not about improving the service it's about reducing the skill set of the people administrating the service - they will no longer need too be trained professionals with the ability to use knowledge, expertise and judgement. This is a 'computer says No' scenario that will result in excluding some kids from the service. It's despicable!
227	The right transport is not necessarily the cheapest option that was bid for. Providing safe and reliable transportation that minimises stress and builds confidence is VITAL to help the student stay calm and attend school.
259	I want to see the NAM first before it's introduced knowing the LA they will use it to deny transport for many young people
242	The NAM does not account for distance. In your example of Juliet the need for transport is primarily because the distance is too great for the parents to travel yet the model makes no allowances for this when assessing the child's ability for itt. There will be occasions where the distance means it is not safe for a child to travel alone, even if they would be capable of doing this for a shorter distance. I don't think a model that does not account for this is fit for purpose. I'm not clear on how the model accounts for needs which vary day to day or what weighting it gives to different areas of need.
266	I think it is good in theory. I was able to trial a version of the matrix through the WPCV. The problem I have with it is that it doesn't recognise some needs, especially around neurodiversity.
232	Transport should be based on needs to avoid any conflict and ensure the child is in a safe and secure environment
277	The new proposal does not take account of social needs. Our Son is a young carer and as such has care duties that leave him unable to to use the school bus service as it leaves too early in the morning. His social needs require that he should get support with alternative school transport but

	<p>currently he doesn't get this and he still will not qualify under the new proposal. Unfortunately, due to this there are occasions where he is unable to attend school because he simply cannot get there. The school is 5 miles from our home and was not parental choice on the school application. Some days there is just nobody available to take him and also there is the cost implication in the current wider circumstances.</p> <p>You have got to start look outside the box. The proposal is still to narrow minded and none inclusive.</p>
294	<p>Numerical scoring helps give an indication and organisations justify their decisions but disregards the whole child - for example, I have a child that can cycle independently but can't use public transport due to social needs, your scoring wouldn't account for that and would likely (if an unsafe cycle route was available) insist on transport training which misses the whole point of his needs</p>
288	<p>The Needs Assessment Matrix appears to be very generalised - what evidence will be used to ensure that the levels of need are correctly identified and will the professionals submitting reports for EHCPs know to provide the information about travel needs.</p> <p>We are concerned that children with invisible disabilities (e.g. neurodivergent children) and children who's needs may fluctuate may be adversely affected by the use of a matrix if insufficient discussion takes place.</p> <p>What is the process if the identified travel option becomes unsuitable or breaks down and becomes a barrier to attendance.</p>

2 unrelated to NAM

262	<p>School transport is extremely expensive and resources finite. I believe this change will mean more families who don't have a pressing need for transport accessing it as it is part of a standard application form, it would be better as is, a separate application, therefore families who really need the resource will apply. The reality is also that school transport as it is in Warwickshire with limited taxis and suitable passenger assistants means this resource must go to those that need it most, not those who tick another box on a standard application form. The resource is not there for the system already in place.</p>
259	<p>I want to see the NAM first before it's introduced knowing the LA they will use it to deny transport for many young people</p>

3 unclear

168	<p>Help kids to get thete</p>
94	<p>"sympathy options." Used as a guide, Annual Review of transport needs. Look at max travel time.</p>

Policy

1 related to understandability

Subcodes	IDs			
1.1 suggesting alternative wording	94			
1.2 lack of detail	84			
1.3 highlighting challenges for specific people	168	21	277	66
1.4 changes are understandable	66			
1.5 changes to the wording will have a positive impact.	262			

168	I cannot read very well due to my literacy
21	It's very 'wordy'. Might not be accessible for some.
262	<p>In terms of the damage clause, I appreciate it may deter to some degree but how on earth you can determine "malicious damage" from the majority of children that will access this service is unknown to me, I feel it may further add to stress and family worries without any benefit to any party</p> <p>There are situations where the new wording regarding wraparound provision transport will greatly benefit children with additional needs and add to the possibility of success of their overall day so this is brilliant.</p> <p>Risk assessment regarding individuals and need for passenger assistant, is vital, really pleased to see this, we are dealing with some of the most vulnerable children and a blanket approach should never have been in place.</p>
277	I feel that some people will find it difficult to follow. It would be beneficial if it could be simplified to help parents/carers with additional needs themselves to have a clear understanding of how the proposed changes could affect them.
66	I understand it.. but them I'm a professional! I signpost to SENDIAS for support of this type to parents. Some of our famies of course have their own needs and challenges!
84	More needed on the stages and how they work e.g. if parents travel is the 1st instance how do they ask for more support, will there be hoops to jump through to prove it. Who does the risk assessment and can it be appealed?
94	Accidental damanges, "when reasonable" not in policy

2. Unrelated to understandability

2.1 Critical of policy

167		Its words think about the kids get them some help and sack the rubbish you currently employ
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5.1 assistance

10	<p>So no escorts are unlikely to be provided but parents would potentially be responsible for damage caused by the child. ???</p> <p>Will a driver need to get out of the front seat to help children onto the vehicle safely? Some of these children will be very young & will have learning disabilities & no road sense.</p> <p>How will a driver manage if something happens on the bus?</p> <p>What would happen if something happens to the driver who has a vehicle full of SEND children or an accident occurs?</p> <p>How will safeguarding issues be managed e.g. the driver has only one child in the vehicle (beginning and end of the drop offs)? The LA would surely be liable if something happened?</p>
262	<p>In terms of the damage clause, I appreciate it may deter to some degree but how on earth you can determine "malicious damage" from the majority of children that will access this service is unknown to me, I feel it may further add to stress and family worries without any benefit to any party</p> <p>There are situations where the new wording regarding wraparound provision transport will greatly benefit children with additional needs and add to the possibility of success of their overall day so this is brilliant.</p> <p>Risk assessment regarding individuals and need for passenger assistant, is vital, really pleased to see this, we are dealing with some of the most vulnerable children and a blanket approach should never have been in place.</p>
294	<p>"Behaviour" The incident investigation process and form needs to be provided as part of this consultation, it is important that this is a sufficiently qualified person who understands the young persons needs, supervision and circumstances of behaviour - damage resulting in poor supervision needs to be recognised. If this is a frequently occurring type of incident then the root cause needs to be found.</p> <p>Copies of risk assessments should be provided to parents, that should be made explicit</p>
80	<p>I strongly believe that passenger assistants are needed on all transport due to the nature of the children that are travelling, unless the child is travelling on their own.</p>

4.5 damage

242	<p>You need to define a "malicious act". This needs to be incredibly specific as it relates to children with SEND who could be discriminated against on the basis of such wording. What protections and safeguards are going to be in place to prevent behaviours of distress arising from disability are not castigated as malicious? What considerations were made in your equality impact assessment for this?</p>
262	<p>In terms of the damage clause, I appreciate it may deter to some degree but how on earth you can determine "malicious damage" from the majority of children that will access this service is unknown to me, I feel it may further add to stress and family worries without any benefit to any party</p> <p>There are situations where the new wording regarding wraparound provision transport will greatly benefit children with additional needs and add to the possibility of success of their overall day so this is brilliant.</p> <p>Risk assessment regarding individuals and need for passenger assistant, is vital, really pleased to see this, we are dealing with some of the most vulnerable children and a blanket approach should never have been in place.</p>
288	<p>The wording for the transport policy regarding damages needs to be clearer. It doesn't define a malicious/deliberate act and we are concerned that it leaves too much room for interpretation. If a child caused damage the behaviour might be arising from their disability but depending who was reviewing this and their level of understanding it could be deemed "malicious" under the policy.</p>
294	<p>"Behaviour" The incident investigation process and form needs to be provided as part of this consultation, it is important that this is a sufficiently qualified person who understands the young persons needs, supervision and circumstances of behaviour - damage resulting in poor supervision needs to be recognised. If this is a frequently occurring type of incident then the root cause needs to be found.</p> <p>Copies of risk assessments should be provided to parents, that should be made explicit</p>
82	<p>So many scenarios to consider. However, I do agree that parents/carers should take some responsibility for malicious damage - how do you decide what is malicious or behavioural due to circumstances though?</p>

Anything missed

1 Application related

Subcodes	IDs		
1.1 critical of annual applications	90		
1.2 agreement with application change	4		
1.3 eligibility criteria	129	4	84
1.4 critical of catchment school	4		
1.5 ECP	129	84	

129	<p>Not every child with complex needs has an EHCP in place. By excluding them from School Transport eligibility, Warwickshire County Council is actively discriminating against them. It's shameful, and School Transport applications should be open to all children with SEND, with their transport needs then assessed on an individual basis.</p> <p>Also, after school clubs are an essential part of social development. By excluding attendance at after school activities, School Transport Policy discriminates and excludes such children from actively participating fully in school life.</p>
4	<p>I agree with not having long forms but I think the whole eligibility criteria you have as a council is disgusting compared to other councils. My nephew got travel training and picked up for school with Solihull council from year 7 and it isn't his catchment school.</p> <p>With you if it isn't the catchment school you just wash your hands with the kids and leave them to the parents</p>
84	<p>You mention EHCP only, what about children without these who still have a need</p>
90	<p>If the needs of a child is not going to change is there a need to be applying every year? It would take allot of pressure of the transport team If there was a system to identify children where needs won't change to keep them on till parents contact to say they no longer require or moving schools ect?</p>

2 NAM related

Subcodes	IDs				
2.1 flexibility of transport needed	163	170	207	294	66
2.2 changes to timetables	170	294			
2.3 pick up and drop off location	294				
2.4 general flexibility	66				
2.5 extra curriculars	163	207	259		

163	It would have been better if there is provision for pick ups on after school clubs day. This is because my child has not been joining any school club for physical activity because the transport said since it is a shared taxi, council does not pay for after school club.
170	<p>I feel there should be more flexibility with transport when a child's timetable is reduced and no transport available at other times of the day, by not having this it impacts on the vulnerable child and their families. Then the child begins to attend less until they begin to refuse to attend school altogether as carers are struggling to meet the requests of the school as there is no other transport options.</p> <p>Example - Child with severe anxiety on a reduced timetable attending later on in the day and finishing before the end of the school day, no transport available. It takes the carer 25 mins to drive the child to school and may wait as the child is only in for an hour then 25 mins drive home and if a parent is disabled themselves or do not drive. This incurs fuel costs and time when a carer could be having the only time to recuperate as they are caring for the child full time whilst not in school.</p>
207	You should include attendance at before/after school care. Parents of children with SEND have to work too! You are disadvantaging those families where they're trying to stay out of the benefits system and support their families.
259	<p>I'd like each family to receive a copy of the risk assessments that are completed as currently families are not coproducing these.</p> <p>I'd like to see families receive an agreement from the taxi or bus to state what they will do to support the family like making sure their staff receive the relevant training and have dbs received and if they are late and let the child down what happens then, there should be a procedure that the taxi or bus company are investigated</p> <p>All families should meet the transport prior to going in the taxi or bus so the child knows the route and the staff should be consistent</p>
265	Any child or YP can and does have specific and sometimes unique needs which should be considered as much as is reasonably possible within the framework outlined. EPs and CAMHS should be consulted where necessary in identifying possible issues or detrimental impact on the child or YP.
277	It is essential that tick box exercises are not used to replace common sense. It appears obvious at this early stage that staff will use "well they did not score enough points" as an excuse to not provide transport for individuals that do really need it. This could very easily become a cost cutting exercise leaving some young people not able to access the right education setting to meet their needs.
288	The impact of children in more rural areas does not appear to be factored in - independent travel training needs to be offered separately from home to school transport as part of preparation for adulthood as many children do not live in areas with easily accessible public transport routes between home and school.

	<p>Children with invisible disabilities and mental health difficulties (anxiety) seem to be most disadvantaged as there is no category for this in the needs assessment.</p> <p>There does not appear to be an equality impact assessment for each of the proposals individually.</p>
294	<p>Where transport is provided too and from is important. It was unclear when my son was doing enhanced provision for afternoons how the decision was made that he could only be transported too and from home. The location of transport should be under consultation and risk assessment. Drivers need to be suitably trained Parent/carers need to know what the emergency contact details are / who to contact should they need to</p>
66	<p>Post 16 learners are the group we get most difficulties with (reported by parents and students). All hold EHCP and our 'push' in recent years had been for their needs to be accommodated at mainstream rather than specialist placements.</p> <p>The security of transport over quite long distances is a concern for families....I wonder if the considerable lower costs for the educational setting would offset a most 'flexible' approach in their transport... to enable them to settle and embrace mainstream opportunities, rather than the current barriers we are facing.</p>

3 Policy related

Subcodes	IDs					
3.1 transport arrangements	1	129	163			
3.2 passenger assistants	128	227	259			
3.3 damage policy	102	204	227	236	242	259

102	<p>I think this may negatively impact poorer families as the CYP may score low so be able to access Independent travel but in reality this may not be the best for the CYP. Will there be anyone at home when the child returns off the bus or is anyone to take them to the bus stop etc (as this is determined by the bus timetable).</p> <p>Some of these children may be more likely to attend school if transport is provided rather than relying on them consistently using independent transport where other family commitments/lack of supervision may lead to them not getting transport themselves?</p> <p>I also think the policy adjustment about whose responsibility is any damage to the vehicle can be open to interpretation. The nature of SEND is that these children and young people struggle with communication, sensory problems etc and some of these difficulties come out in behaviour and I believe all behaviour is communication so how and who decides what is malicious? I would be very worried about these cases and if they were deemed malicious. I'm not sure you can say that it is malicious damage when the CYP has SEND as this may be deemed as discrimination.</p>
128	<p>Passenger assistants only being provided where criteria is reached or exceptional circumstances is a disgusting attempt to pass budget cuts onto vulnerable disabled families....as usual!!!</p> <p>Passenger assistants are essential on most journeys to keep children safe, maintain dignity, to engage children on journeys that can take longer than an hour. These are children with learning disabilities, behavioural problems and medical needs who are extremely vulnerable, an extra adult is required on board vehicles for many reasons, including medical emergency both to drivers and children, road traffic accidents, behavioural incidents, vehicles breaking down and to protect the driver and children from allegations by children and parents. A short sighted policy change from Warwickshire County Council as usual!</p>

129	<p>Not every child with complex needs has an EHCP in place. By excluding them from School Transport eligibility, Warwickshire County Council is actively discriminating against them. It's shameful, and School Transport applications should be open to all children with SEND, with their transport needs then assessed on an individual basis.</p> <p>Also, after school clubs are an essential part of social development. By excluding attendance at after school activities, School Transport Policy discriminates and excludes such children from actively participating fully in school life.</p>
163	<p>It would have been better if there is provision for pick ups on after school clubs day. This is because my child has not been joining any school club for physical activity because the transport said since it is a shared taxi, council does not pay for after school club.</p>
204	<p>It's too expensive. We are all having to make sacrifices. The rate we are going all the funding will go to the minority whilst the vast majority see services decline.</p> <p>If children are physically disabled it's fine. But a different approach is needed for the badly behaved ones. If such a child does damage a vehicle, the parents should pay. And this nonsense of taxis is ridiculous. Particularly as they all have chaperones. Where are the parents? People need to take accountability</p>
227	<p>Parents should be able to interview the transport support assistant and the support assistant should have minimal training in how to support child. No over 70s should be used.</p>
236	<p>I find it utterly disgusting you would charge a family for damage caused by a child with SEND by the very definition of their needs by and large these children do not have the cognitive understanding to understand consequences of their actions. This policy is discriminatory.</p>
242	<p>The use of the term "malicious act" in relation to damage concerns me. This is transport being provided to children and young people because their disability prevents them from accessing education without this provision. As you will be aware already some disabilities can cause behaviours of distress that are often castigated as "bad behaviour" . Your proposed wording offers no definition of "malicious act". It look likes a very big oversight that will lead to individual council employees deciding what constitutes malicious. There is a clear risk of disability discrimination here.</p> <p>For eg. If a child with PDA becomes distressed and causes damage as a result of this distress how will this be assessed? What safeguards will be in place to ensure this is not judged to be "malicious" when it is a behaviour arising from their disability. This phrasing needs to be removed or mitigated by thorough definitions, an equality impact assessment for conditions such as PDA, sensory processing difficulties, PICA, autism etc. and a clear evaluation framework for children with these diagnosis or who may go on to have a diagnosis (considering the great difficulties in accessing assessments in Warwickshire).</p>
259	<p>I'd like each family to receive a copy of the risk assessments that are completed as currently families are not coproducing these.</p> <p>I'd like to see families receive an agreement from the taxi or bus to state what they will do to support the family like making sure their staff receive the relevant training and have dbs received and if they are late and let the child down what happens then, there should be a procedure that the taxi or bus company are investigated</p> <p>All families should meet the transport prior to going in the taxi or bus so the child knows the route and the staff should be consistent</p>

4 Suggesting additional or alternative services

Subcodes	IDs	
4.1 meeting between children and transport staff prior to transport taking place	259	
4.2 formalised service agreement provided by transport providers	259	
4.3 travel training to be offered separately	288	
4.4 revisions to all transport needed (not limited school)	259	79
4.5 critical of offering travel payments first	92	
4.6 signposting	58	
4.7 collaboration between stakeholders	177	
4.8 other suggestion - targeting	138	

138	<p>I think you need to find more ways to target the audience that would benefit from this. I do not mean just this document but having a child with SEND I have had very little help from any of the schools my child attended. No one ever told me I could get help with transport, it was myself that found this out because I needed help being a single mother.</p>
177	<p>Problems often occur when young people have to move and social care have to find emergency accommodation for example. This is communicated as quickly as possible, however Transport teams don't seem to have an understanding of the role social care provide and the impact that a delayed response from them has. Better integration between social care and transport teams are required with wider options that include transporting young people to respite from school/college and vice versa is required.</p>
259	<p>I'd like each family to receive a copy of the risk assessments that are completed as currently families are not coproducing these.</p> <p>I'd like to see families receive an agreement from the taxi or bus to state what they will do to support the family like making sure their staff receive the relevant training and have dbs received and if they are late and let the child down what happens then, there should be a procedure that the taxi or bus company are investigated</p> <p>All families should meet the transport prior to going in the taxi or bus so the child knows the route and the staff should be consistent</p>
288	<p>The impact of children in more rural areas does not appear to be factored in - independent travel training needs to be offered separately from home to school transport as part of preparation for adulthood as many children do not live in areas with easily accessible public transport routes between home and school.</p> <p>Children with invisible disabilities and mental health difficulties (anxiety) seem to be most disadvantaged as there is no category for this in the needs assessment.</p> <p>There does not appear to be an equality impact assessment for each of the proposals individually.</p>
58	<p>Signposting for parents with SEN children in regard to what assistance is available eg DLA/low income/WTC precludes pupil premium/FSM etc unless on Universal Credit & this seems to impact knowing what additional help may available.</p>
79	<p>All areas of transport need to be looked at including young people who go to respite and how they will be affected by it.</p>
92	<p>have you considered the financial and environmental decision of offering travel payments first without having regard to any existing transport options?</p>

5 Accessibility of information

294	Where transport is provided too and from is important. It was unclear when my son was doing enhanced provision for afternoons how the decision was made that he could only be transported too and from home. The location of transport should be under consultation and risk assessment. Drivers need to be suitably trained Parent/carers need to know what the emergency contact details are / who to contact should they need to
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3 Transport provision related

204	It's too expensive. We are all having to make sacrifices. The rate we are going all the funding will go to the minority whilst the vast majority see services decline. If children are physically disabled it's fine. But a different approach is needed for the badly behaved ones. If such a child does damage a vehicle, the parents should pay. And this nonsense of taxis is ridiculous. Particularly as they all have chaperones. Where are the parents? People need to take accountability
294	Where transport is provided too and from is important. It was unclear when my son was doing enhanced provision for afternoons how the decision was made that he could only be transported too and from home. The location of transport should be under consultation and risk assessment. Drivers need to be suitably trained Parent/carers need to know what the emergency contact details are / who to contact should they need to

6.1 Critical of modes of transport

204	It's too expensive. We are all having to make sacrifices. The rate we are going all the funding will go to the minority whilst the vast majority see services decline. If children are physically disabled it's fine. But a different approach is needed for the badly behaved ones. If such a child does damage a vehicle, the parents should pay. And this nonsense of taxis is ridiculous. Particularly as they all have chaperones. Where are the parents? People need to take accountability
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6.2 Qualifications of transport providers

294	Where transport is provided too and from is important. It was unclear when my son was doing enhanced provision for afternoons how the decision was made that he could only be transported too and from home. The location of transport should be under consultation and risk assessment. Drivers need to be suitably trained Parent/carers need to know what the emergency contact details are / who to contact should they need to
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7 Impact on CYP

Subcodes	IDs	
7.1 children in remote areas	288	
7.2 transport schedules	170	
7.3 post 16 learners	66	
7.4 missing out on EC	163	8

163	<p>It would have been better if there is provision for pick ups on after school clubs day. This is because my child has not been joining any school club for physical activity because the transport said since it is a shared taxi, council does not pay for after school club.</p>
170	<p>I feel there should be more flexibility with transport when a child's timetable is reduced and no transport available at other times of the day, by not having this it impacts on the vulnerable child and their families. Then the child begins to attend less until they begin to refuse to attend school altogether as carers are struggling to meet the requests of the school as there is no other transport options.</p> <p>Example - Child with severe anxiety on a reduced timetable attending later on in the day and finishing before the end of the school day, no transport available. It takes the carer 25 mins to drive the child to school and may wait as the child is only in for an hour then 25 mins drive home and if a parent is disabled themselves or do not drive. This incurs fuel costs and time when a carer could be having the only time to recuperate as they are caring for the child full time whilst not in school.</p>
288	<p>The impact of children in more rural areas does not appear to be factored in - independent travel training needs to be offered separately from home to school transport as part of preparation for adulthood as many children do not live in areas with easily accessible public transport routes between home and school.</p> <p>Children with invisible disabilities and mental health difficulties (anxiety) seem to be most disadvantaged as there is no category for this in the needs assessment.</p> <p>There does not appear to be an equality impact assessment for each of the proposals individually.</p>
66	<p>Post 16 learners are the group we get most difficulties with (reported by parents and students). All hold EHCP and our 'push' in recent years had been for their needs to be accommodated at mainstream rather than specialist placements.</p> <p>The security of transport over quite long distances is a concern for families....I wonder if the considerable lower costs for the educational setting would offset a most 'flexible' approach in their transport... to enable them to settle and embrace mainstream opportunities, rather than the current barriers we are facing.</p>
8	<p>SEND children miss out on extra curricular activities as their individual taxi can only collect them at school finish time, most SEND schools are much further away than the nearest mainstream school, making it impossible for parents to collect the child from extra curricular activities if they don't have their own vehicle.?</p>

8 Impact on parents and families

Subcodes	IDs	
8.1 competing responsibilities of family life	102	207
8.2 security of transport	66	
4.3 families with low income	102	
8.3 parent with disabilities	170	
8.4 extra curriculars	207	8

170	<p>I feel there should be more flexibility with transport when a child's timetable is reduced and no transport available at other times of the day, by not having this it impacts on the vulnerable child and their families. Then the child begins to attend less until they begin to refuse to attend school altogether as carers are struggling to meet the requests of the school as there is no other transport options.</p> <p>Example - Child with severe anxiety on a reduced timetable attending later on in the day and finishing before the end of the school day, no transport available. It takes the carer 25 mins to drive the child to school and may wait as the child is only in for an hour then 25 mins drive home and if a parent is disabled themselves or do not drive. This incurs fuel costs and time when a carer could be having the only time to recuperate as they are caring for the child full time whilst not in school.</p>
207	<p>You should include attendance at before/after school care. Parents of children with SEND have to work too! You are disadvantaging those families where they're trying to stay out of the benefits system and support their families.</p>
66	<p>Post 16 learners are the group we get most difficulties with (reported by parents and students). All hold EHCP and our 'push' in recent years had been for their needs to be accommodated at mainstream rather than specialist placements.</p> <p>The security of transport over quite long distances is a concern for families....I wonder if the considerable lower costs for the educational setting would offset a most 'flexible' approach in their transport... to enable them to settle and embrace mainstream opportunities, rather than the current barriers we are facing.</p>
67	<p>Need to look at help for disabled children of disabled parents who find providing school transport difficult.</p>
8	<p>SEND children miss out on extra curricular activities as their individual taxi can only collect them at school finish time, most SEND schools are much further away than the nearest mainstream school, making it impossible for parents to collect the child from extra curricular activities if they don't have their own vehicle.?</p>

9 exclude children with behavioural issues

204	<p>It's too expensive. We are all having to make sacrifices. The rate we are going all the funding will go to the minority whilst the vast majority see services decline.</p> <p>If children are physically disabled it's fine. But a different approach is needed for the badly behaved ones. If such a child does damage a vehicle, the parents should pay. And this nonsense of taxis is ridiculous. Particularly as they all have chaperones. Where are the parents? People need to take accountability</p>
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10 Neg experience with WCC staff

167	Ourtransport community transport based in bermuda is wonderful cant praise them highly enough The cwdt are a disgrace useless not fit for purpose and should. E reOlaced by people who can do a job for the kids
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11 Positive transport experience

167	Ourtransport community transport based in bermuda is wonderful cant praise them highly enough The cwdt are a disgrace useless not fit for purpose and should. E reOlaced by people who can do a job for the kids
168	The company is lovely my kid has Community transport from Nuneaton

12 Funding/costs related

170	I feel there should be more flexibilty with transport when a child's timetable is reduced and no transport available at other times of the day, by not having this it impacts on the vulnerable child and their families. Then the child begins to attend less until they begin to refuse to attend school altogether as carers are struggling to meet the requests of the school as there is no other transport options. Example - Child with severe anxiety on a reduced timetable attending later on in the day and finishing before the end of the school day, no transport available. It takes the carer 25 mins to drive the child to school and may wait as the child is only in for an hour then 25 mins drive home and if a parent is disabled themselves or do not drive. This incurs fuel costs and time when a carer could be having the only time to recuperate as they are caring for the child full time whilst not in school.
204	It's too expensive. We are all having to make sacrifices. The rate we are going all the funding will go to the minority whilst the vast majority see services decline. If children are physically disabled it's fine. But a different approach is needed for the badly behaved ones. If such a child does damage a vehicle, the parents should pay. And this nonsense of taxis is ridiculous. Particularly as they all have chaperones. Where are the parents? People need to take accountability

13 Consultation related

13.1 alternative formats

21	Is this information available in a different format e.g. video, pictures, live presentation in which people could interact and comment/vote on each proposal as it is explained?
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13.2 impact assessments

288	The impact of children in more rural areas does not appear to be factored in - independent travel training needs to be offered separately from home to school transport as part of preparation for adulthood as many children do not live in areas with easily accessible public transport routes between home and school. Children with invisible disabilities and mental health difficulties (anxiety) seem to be most disadvantaged as there is no category for this in the needs assessment. There does not appear to be an equality impact assessment for each of the proposals individually.
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Other comments

1 policy related

Subcodes	IDs					
1.1 travel payments	164					
1.2 passenger assistants	128	156	204	227	242	259
1.3 do not provide assistants	204					
1.4 qualifications and experiences of risk assessors	128					
1.5 transparency of assessments	294					
1.6 safety of driver	128	227				
1.7 safety of children	128	156				
1.8 damage	128	227	293	294		
1.9 transparency of assessments	294					
1.10 info on damage to driver's possessions	227					
1.11 definition of malicious	128	293				

128	<p>Firstly I'm interested to know what would constitute a malicious act causing damage to vehicle. How will risk assessors define what is malicious and what isn't.</p> <p>Secondly as I've commented above the proposal to change criteria for a passenger assistant on board most if not all journeys to specialist provision is dangerous for many reasons. Our vulnerable children deserve and are entitled to safe transportation to school and back. That includes adequate supervision from trained staff, protection from bullying and harassment from other pupils, protection from assault, protection from malicious allegations by drivers and other children. Drivers are also entitled to be safeguarded by the presence of another adult on board their vehicles.</p> <p>I wonder how much time your risk assessors and policy makers actually spend with disabled children? My experience of the school transport service tells me that its not a lot. This is a disgusting, unsafe proposal and whoever is behind it should hang their heads....but no doubt won't.</p>
156	I think not having passenger assistance could be very dangerous when transporting more than one child or young person in the vehicle. What happens if they break down, what happens if there is an accident and there is only one adult to supervise vulnerable children and young people. If they need to leave the car how is one person supposed to keep numerous children or young people safe.
164	Traveling allowance should pay in higher rate as the fuel cost is rising
204	Stop the taxis. Stop the chaperones.
227	Guidance on any damage to the taxi driver's personal possessions and any personal damage to assistants.

293	<p>I don't think you can classify any acts of damage to a vehicle as deliberate.</p> <p>If the child is heightened anxiety wise or in a meltdown/distress, they can't help their actions and it would be discriminatory to hold them responsible for their actions.</p> <p>It would merely suggest the NAM hasn't been completed properly.</p>
294	<p>Copies of risk assessments should be provided to parents as standard</p> <p>Cost of transport should stay inline with HMRC rates</p> <p>Transport costs shouldn't be used as part of case to refuse or delay a placement</p>

2 NAM related

Subcodes	IDs		
2.1 don't include costs into assessment	29 4		
2.2 critical of matrix	10 9	24 2	95
2.3 consider needs of parents	22 9		
2.3 flexibility for changes needed	95		
2.4 children are too different	10 9	95	

109	Always focus on individual needs and made assessments accordingly.
229	What about the families with autistic parents and the autistic children who are "missed" are deemed fine in school (but are not fine in home) due to masking....and not on the send register despite the children being Neurodivergent and the parents also having disability. They need to be included on the matrix too. These children have ADHD and getting them safely to school and back is very difficult.
242	I'm not convinced the proposed assessment model is fit for purpose. As above there is a risk of disability discrimination in your proposed damages policy. I agree with the proposal to streamline the application process.
294	<p>Copies of risk assessments should be provided to parents as standard</p> <p>Cost of transport should stay inline with HMRC rates</p> <p>Transport costs shouldn't be used as part of case to refuse or delay a placement</p>

95	<p>My concern with the lack of application form means removing another avenue in which parents can communicate their child's needs for transport. This is not covered in their reviews but with the application we are given the opportunity to share valuable information that is only relevant to the transport department.</p> <p>The idea of a matrix to determine what is the best method of transport does not make sense. It is trying to get all children to fit into boxes which is unrealistic. It is adding steps to the process which aren't needed and I am struggling to understand how this matrix can change what already occurs. My child's transport meets their current needs but things change. Using this matrix would mean this would have to be reassessed each time there is a change in their needs and would slow down that process. Currently this works well and I cannot fathom why this is looked at changing.</p>
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3 Application related

3.1 reduced contact with WCC limits info exchange

95	<p>My concern with the lack of application form means removing another avenue in which parents can communicate their child's needs for transport. This is not covered in their reviews but with the application we are given the opportunity to share valuable information that is only relevant to the transport department.</p> <p>The idea of a matrix to determine what is the best method of transport does not make sense. It is trying to get all children to fit into boxes which is unrealistic. It is adding steps to the process which aren't needed and I am struggling to understand how this matrix can change what already occurs. My child's transport meets their current needs but things change. Using this matrix would mean this would have to be reassessed each time there is a change in their needs and would slow down that process. Currently this works well and I cannot fathom why this is looked at changing.</p>
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3.2 do not consider costs

294	<p>Copies of risk assessments should be provided to parents as standard</p> <p>Cost of transport should stay inline with HMRC rates</p> <p>Transport costs shouldn't be used as part of case to refuse or delay a placement</p>
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3.3 agreement

242	<p>I'm not convinced the proposed assessment model is fit for purpose. As above there is a risk of disability discrimination in your proposed damages policy. I agree with the proposal to streamline the application process.</p>
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4 Timeliness of decisions

125	It would be helpful to parents of Yr 13 pupils in special school settings to know in advance if transport is provided or not up to 25 yrs. As parents we need to plan around work and cost implications to parents especially with the squeeze on earnings.
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5 funding and payments

115	I believe this is an expensive provision offered by the council and it should be more the responsibility of parents to fund. It can cost £1000s each year per child and it's not fair on other children who don't have funded transport. My children have to walk, cycle or take trains to their school and we have to fund that ourselves. It doesn't seem right that the council funds travel for SEND pupils.
164	Traveling allowance should pay in higher rate as the fuel cost is rising
294	Copies of risk assessments should be provided to parents as standard Cost of transport should stay inline with HMRC rates Transport costs shouldn't be used as part of case to refuse or delay a placement

6 equality and discrimination

Subcodes	IDs
6.1 damage policy	293
6.2 disability discrimination	242
6.3 masked disabilities	229
6.4 families with parents with special needs	229
6.5 non SEND children	115

115	I believe this is an expensive provision offered by the council and it should be more the responsibility of parents to fund. It can cost £1000s each year per child and it's not fair on other children who don't have funded transport. My children have to walk, cycle or take trains to their school and we have to fund that ourselves. It doesn't seem right that the council funds travel for SEND pupils.
229	What about the families with autistic parents and the autistic children who are "missed" are deemed fine in school (but are not fine in home) due to masking....and not on the send register despite the children being Neurodivergent and the parents also having disability. They need to be included on the matrix too. These children have ADHD and getting them safely to school and back is very difficult.
242	I'm not convinced the proposed assessment model is fit for purpose. As above there is a risk of disability discrimination in your proposed damages policy. I agree with the proposal to streamline the application process.

293	<p>I don't think you can classify any acts of damage to a vehicle as deliberate.</p> <p>If the child is heightened anxiety wise or in a meltdown/distress, they can't help their actions and it would be discriminatory to hold them responsible for their actions.</p> <p>It would merely suggest the NAM hasn't been completed properly.</p>
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7 Critical of changes

277	<p>I do not believe that the proposal is actually an improvement to the current system. It appears to me that it is just a new wording to the same provision with a loop hole that will allow an easier ability to refuse transport.</p>
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8 Implement changes asap

213	<p>The proposals seem to be much more comprehensive, but I feel that they should be implemented as soon as possible to alleviate the stress on parents as they await the decision process. Most parents have waited for the school place decision - only recently been applied - and now they have to wait for transport decisions. Qualifying children need urgent introductions into new scenarios and the waiting period can be very detrimental and confusing for them.</p>
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9 do not provide taxis

20	<p>I think encouraging and promoting SEND kids to use public transport would help equip them for adulthood, rather than the use of taxi's which is unsustainable (costly) for many individuals.</p>
204	<p>Stop the taxis. Stop the chaperones.</p>

10 Support to use public transport

20	<p>I think encouraging and promoting SEND kids to use public transport would help equip them for adulthood, rather than the use of taxi's which is unsustainable (costly) for many individuals.</p>
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11 Positive experience with transport providers

168	<p>Community transport is great with my kid</p>
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12 Positive experience - WCC staff

66	All of my personal contact with WCC transport services team by phone trying to solve problems and issues (always over late timetables) has been dealt with superbly by this dedicated team.. even if a solution could not be found!
90	The team are fantastic and understanding and they are happy to help and friendly, they took allot of stress out of the situation and recognition needs to be said 🙌

13 negative experience with cwdt staff

167	Tell the cwdt to do some trajining and stop accepting their uselessness
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Easy Read

Application process

- 3 To make sure that the Council get in touch with the transport services before school starts back, to make sure parents can tell their child what is going to happen. It would help parents to make sure their child feels safe and secure.
- 4 The schools and when completing applications are not ethnic friendly and no translation services available
- 6 I think this is a very good idea because I can't read or write and this would make it easier and also for families who can't speak English. It would be easier
- 9 Not aware of what the proposed changes are. Other than what is briefly written further up on this page about applying at same time as school place, I do think this is a good idea, however I do also think when applying for a school place-being able to get to a setting plays a significant role in a parents decision when applying for a school. A lot of parents/carers do not have the means to get to a school that may be more suitable for their child so I think they should be made aware of help on offer way before they apply
- 12 I'm not sure what the changes are.
- 14 I agree help with transport should be requested by filling in a form in the school and then the school would be who does the rest of the process with the council. There are different supports regarding transport, not everything is giving money to the families because the amount they receive doesn't always cover the real issue. Taxis, bus passes, training in a new route (may not be permanent support, only when needed but they don't have to start from scratch each time), staff to do this in every single case, offering it only to town students has no sense. Students in rural areas have the same right to attend school with their needs met as any other student. Moreover, support has to be there from day one, it can't arrive weeks or months later and it has to be reliable.
- 15 I think it will make it easier for parents

Needs Assessment Matrix

- 3 I think it's a good idea, but make sure it RIGHT transport for that child.
- 4 You have missed out cultural needs
- 5 My concern is the safety aspect, during winter months dark mornings and dark afternoons this needs to be taken into consideration. There needs to be a right to appeal if families do not agree with transport decisions.
- 6 I think this is disrespectful for children with special needs. Some can't walk and some can't see danger. This can change and doesn't always give a true picture of the child. I'm very disappointed that this tick box system is being considered - I am appalled. This should be done away with.
- 7 Safety in travel alone rather than with provided transport is an important aspect of assessing need.
- 9 Aslong as the tool is detailed enough and includes all relevant information to each individual I think this could work although I strongly believe there should be an opportunity for additional information/thoughts on the matter from parents, the child themselves and current education settings and I believe these should strongly be taken into account as usually it is the parent/carer that knows their child best
- 12 All situations are different and so need to be considered carefully

- 14 If this tool works as the PIP points... you are going to say only a couple of children need support. A rigid tool which generalises and doesn't take into consideration each case won't work. Or will probably do for you... as the aim is to reduce the budget, isn't it?
- 15 I think this is good as it will give the children the opportunity to be independent and the score will see if they need extra help
- 20 Yes if parents views are taken into account.

Policy

- 4 Gosh your questions are not based on what can improve the services but are set in what you want to change. Your questions/survey are not minority friendly at all
- 5 Passenger assistants need to appropriately trained with SEN children and have the ability to communicate (in the child's first language) with the child.
- 6 Not enough information about what the planned changes to the policy are - all SEND children are different. How do you come up with a universal plan for all children when they are all different?
- 20 I chose to transport my child to Special School as it's best for him, if I were entitled to receive a Direct Payment to support the cost that would be really helpful.

Other comments

- 1 I feel there should be more than one drop off or pick up allocated, so if the parents work and no one is home and that child is with a childminder or family. This should also be another option for that family.
- 4 We received this consultation today on 4th of Feb and its a shame WCC have brought it to attention now. And also not very Community friendly. Why do you do this. Its as if you've set what you want to do
- 5 I have a concern that the new transport policy is leaning towards bus passes for the majority of children.
- 7 ensure more people with SEND children know about transport provision and how to apply for it.
- 12 I really value the home to school transport. My son could not attend the best provision for him - his current school if transport is not provided for him.
We have a fabulous bus driver and chaperone and it gives us all as a family and my son peace of mind. We couldn't be more grateful. Thank you
- 15 Any improvements would help, making it easier for families and the transport team