

# SEND Home to School Transport Survey

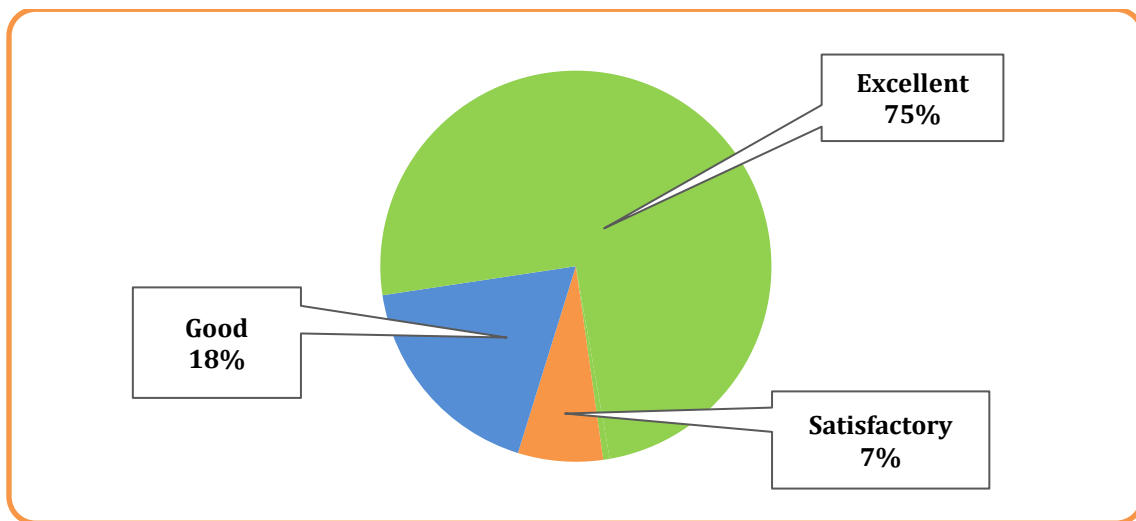
## 2021

<https://sheffield.citizenspace.com/resources/send-home-to-school-transport-survey>

The consultation ran from 05/05/2021 to 20/06/2021

Responses to this survey: **185**

### Overall Satisfaction



Option	Total	Percent
Excellent	138	74.59%
Good	33	17.84%
Satisfactory	13	7.03%
Poor	1	0.54%
Very Poor	0	0.00%
Not Answered	0	0.00%

## Positive Comments

The service received many positive comments these are just a sample -

- The service over the last 10 years has been almost faultless, the drivers have always been amazing as have the majority of the assistants.
- I think the SEND home to school transport service is amazing.
- I struggle with just my son getting him into the car, yet the staff on the bus look after up to ten children making sure they are safe and happy
- A very underrated service, the staff have one of the most important jobs of the day, getting children to and from school
- Both the driver and support staff introduced themselves to us and our son , they really listen to him and take likes/dislikes of the children into account whilst travelling , so that they all enjoy their experience . My son is always talking about how much fun he has on the bus. I feel confident my son is safe and they contact me straight away if anything is wrong. They respond quickly to text messages and contact me if they are running late.
- I think home-to-school transport is great- it also takes the pressure off parents, as it can be hard caring for a child with SEN. If the child is happy, we parents usually are!"
- My Child looks forward to his bus ride to and from school.He is well looked after by driver and passenger support."

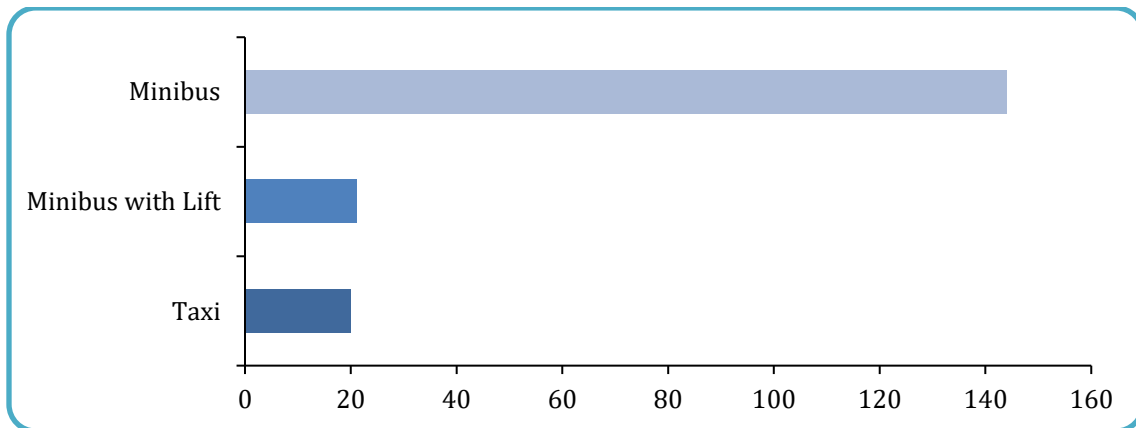
## Common identified Areas for improvement

- Improved Communication when Changes (Driver, Passenger Assistant or vehicle) happen
- Information about the training the crews receive.
- Re-assurances regarding safety checks on the vehicles
- Information if the vehicle is running late
- Makaton training for crews
- ID badges to be more visible
- Possible GPS tracking of the vehicles
- Some journey times are too long
- Post 16 Travel payments causing issues
- Taxi Companies regularly changing drivers and PAs without notice
- More notice when changes happen

This section contains the responses to all the questions. Respondent comments have been removed to ensure GDPR compliance

### 1: What type of vehicle does your child travel in

**Type of vehicle** - There were 185 responses to this part of the question.



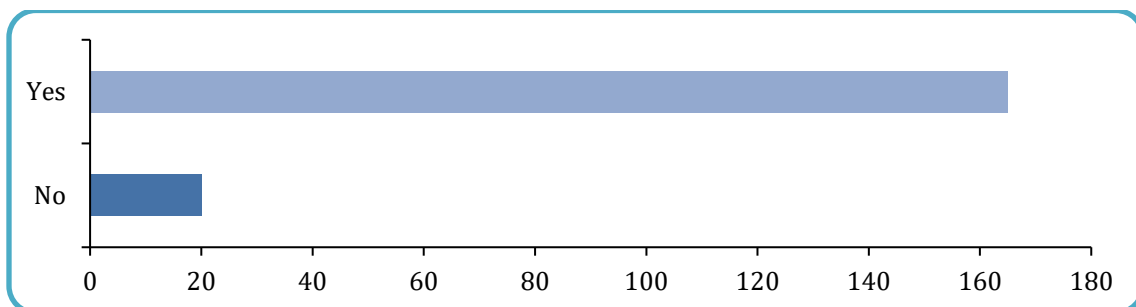
Option	Total	Percent
Minibus	144	77.84%
Minibus with Lift	21	11.35%
Taxi	20	10.81%
Not Answered	0	0.00%

### 2: If your child travels in a taxi do you know the name of the taxi company?

**Taxi company Name** - There were 21 responses to this part of the question.

### 3: Are you aware that all council and contractor drivers / passenger assistants have to work to a safeguarding code of conduct (attached below)

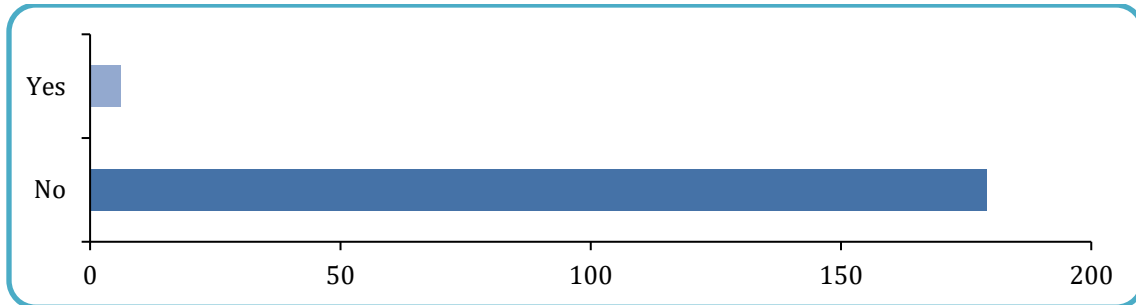
**Safeguarding code of conduct** - There were 185 responses to this part of the question.



Option	Total	Percent
Yes	165	89.19%
No	20	10.81%
Not Answered	0	0.00%

#### 4: Have you any concerns regarding the safety of your child whilst they are on Transport

**Safety Concerns** - There were 185 responses to this part of the question.



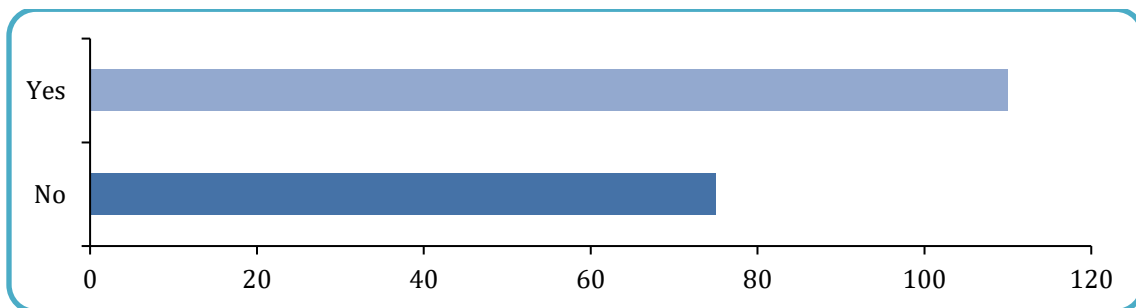
Option	Total	Percent
Yes	6	3.24%
No	179	96.76%
Not Answered	0	0.00%

**If yes please provide details below**

There were 8 responses to this part of the question.

#### 5: Have you received a copy of the Parent / Carer SEND Home to School Transport Booklet (Attached below)

**Information Booklet** - There were 185 responses to this part of the question.



Option	Total	Percent
Yes	110	59.46%
No	75	40.54%
Not Answered	0	0.00%

## 6: What information would you like to receive to reassure you that your child's transport is safe?

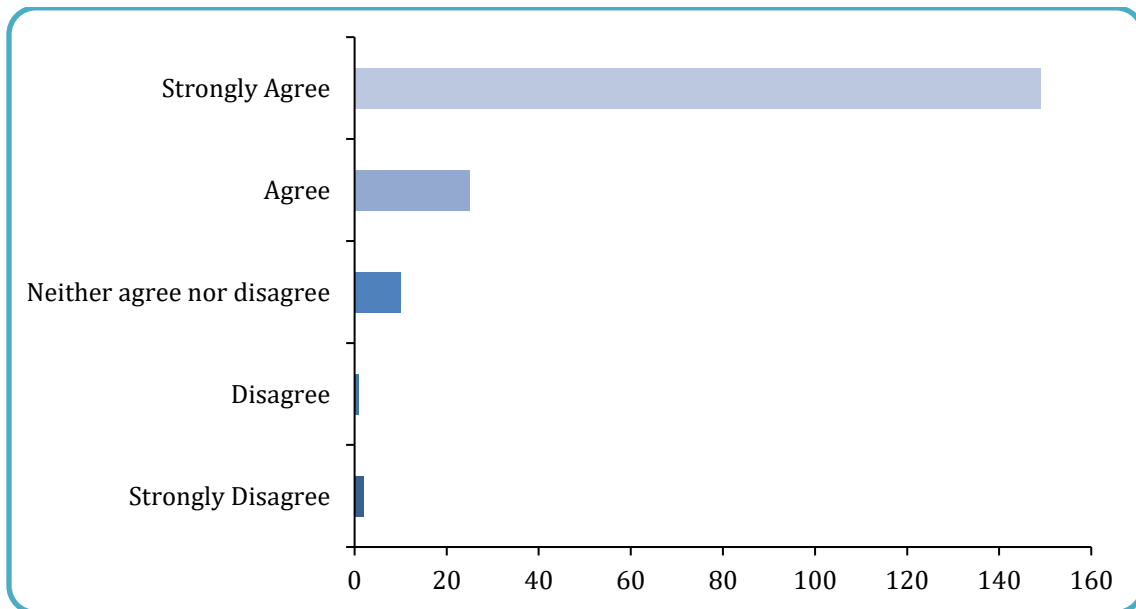
**Safe Information** - There were 49 responses to this part of the question.

## 7: Do you know the Run Number of your child's transport

**If YES, please provide the information here** - There were 127 responses to this part of the question.

## 8: The Driver is always helpful and courteous

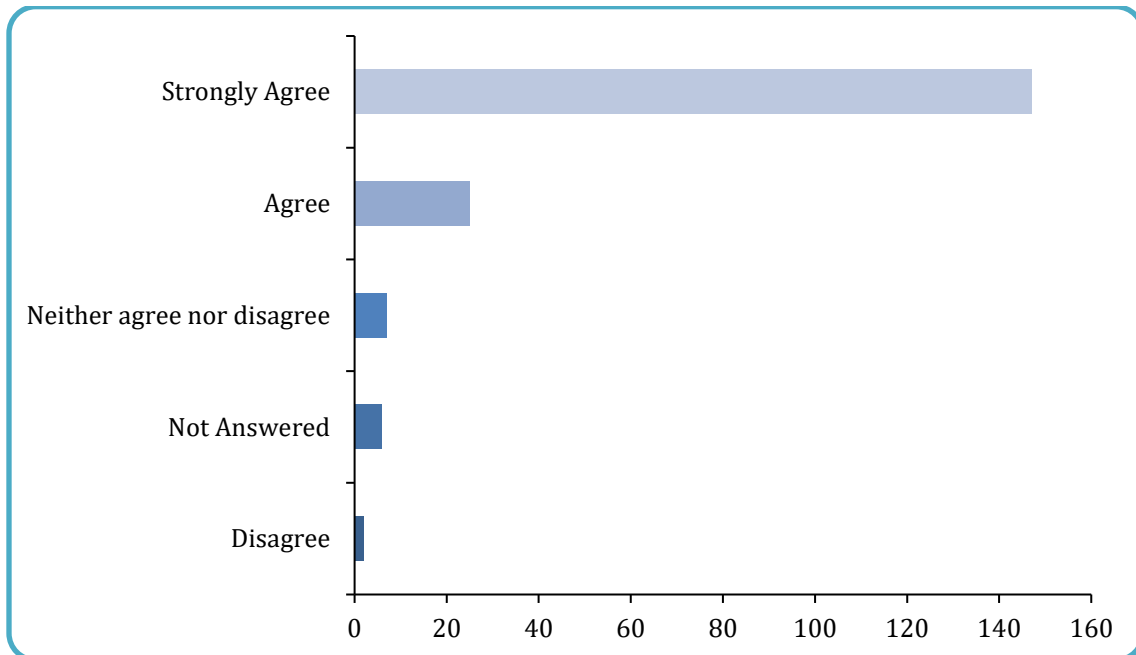
**Driver Helpfulness** - There were 185 responses to this part of the question.



Option	Total	Percent
Strongly Agree	149	80.54%
Agree	25	13.51%
Neither agree nor disagree	10	5.41%
Disagree	1	0.54%
Strongly Disagree	2	1.08%
Not Answered	0	0.00%

### 9: The passenger Assistant (if provided) is always helpful and courteous

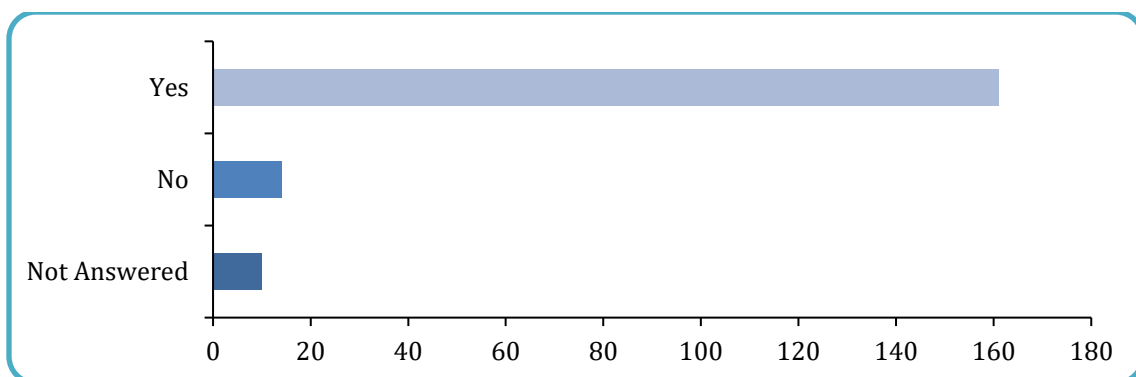
**PA Helpfulness** - There were 179 responses to this part of the question.



Option	Total	Percent
Strongly Agree	147	79.46%
Agree	25	13.51%
Neither agree nor disagree	7	3.78%
Disagree	2	1.08%
Not Answered	6	3.24%

### 10: Do the driver and passenger assistant (if provided) always wear their ID badge?

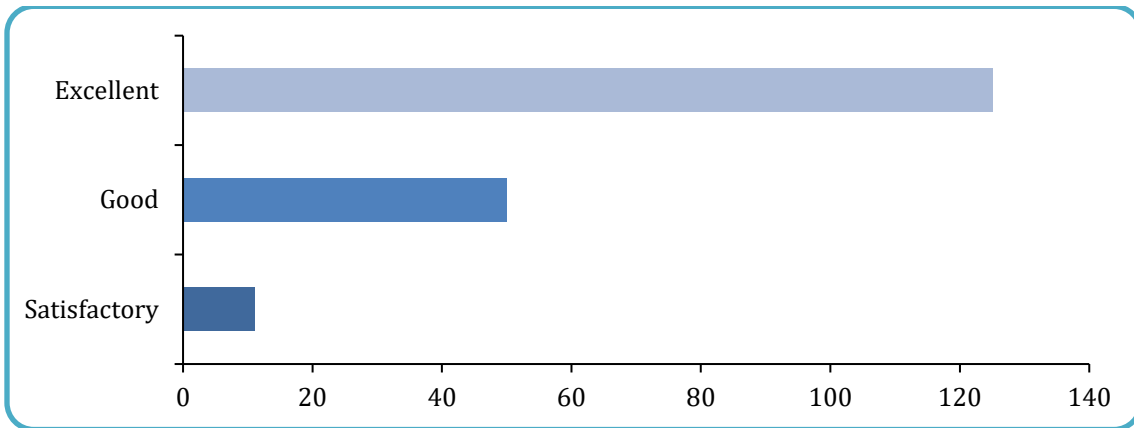
**ID badge** - There were 175 responses to this part of the question.



Option	Total	Percent
Yes	161	87.03%
No	14	7.57%
Not Answered	10	5.41%

### 11: The appearance of the vehicle is

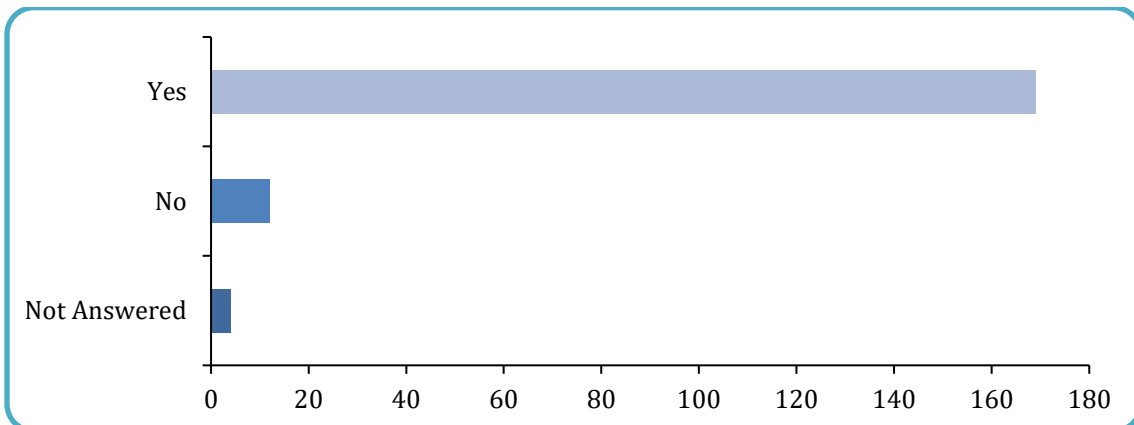
**Vehicle Appearance** - There were 185 responses to this part of the question.



Option	Total	Percent
Excellent	125	67.57%
Good	50	27.03%
Satisfactory	11	5.95%
Poor	0	0.00%
Very Poor	0	0.00%
Not Answered	0	0.00%

### 12: Do the driver and passenger assistant wear PPE when they transport your child?

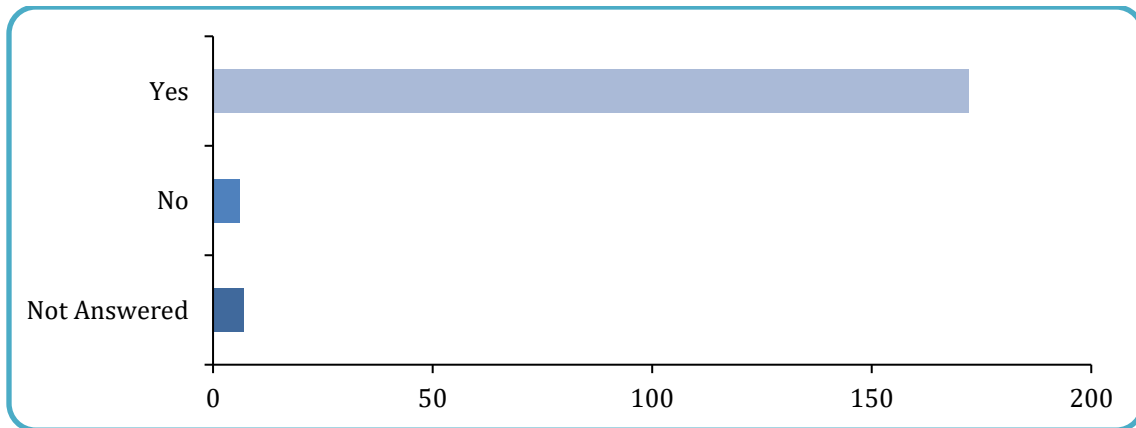
**PPE** - There were 181 responses to this part of the question.



Option	Total	Percent
Yes	169	91.35%
No	12	6.49%
Not Answered	4	2.16%

**13: Do you feel that the correct equipment (e.g., Car seat, Harness or wheelchair restraint) is being used.**

**Correct Equipment** - There were 178 responses to this part of the question.

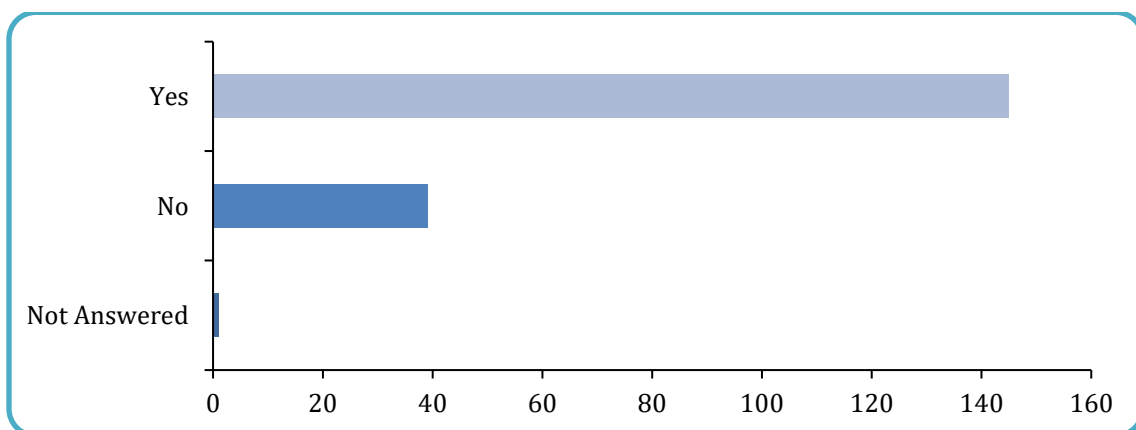


Option	Total	Percent
Yes	172	92.97%
No	6	3.24%
Not Answered	7	3.78%

**If NO please provide details here** - There were 7 responses to this part of the question.

**14: Do your driver and passenger assistant talk to you about your child's journey**

**Crew Communication** - There were 184 responses to this part of the question.



Option	Total	Percent
Yes	145	78.38%
No	39	21.08%
Not Answered	1	0.54%

**If you would like to provide more information about, please use this space**

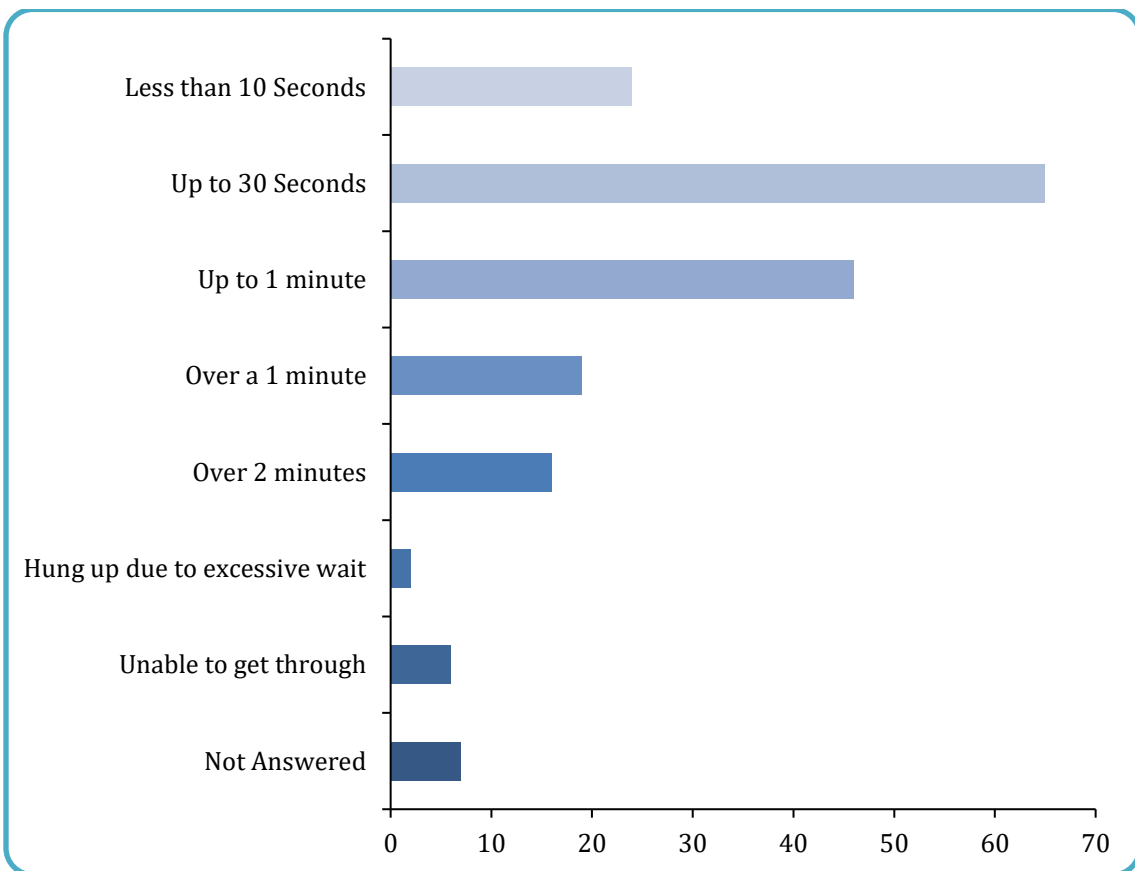
There were 34 responses to this part of the question.



**15: If you have had to call the office how long have you had to wait for your call to be answered**

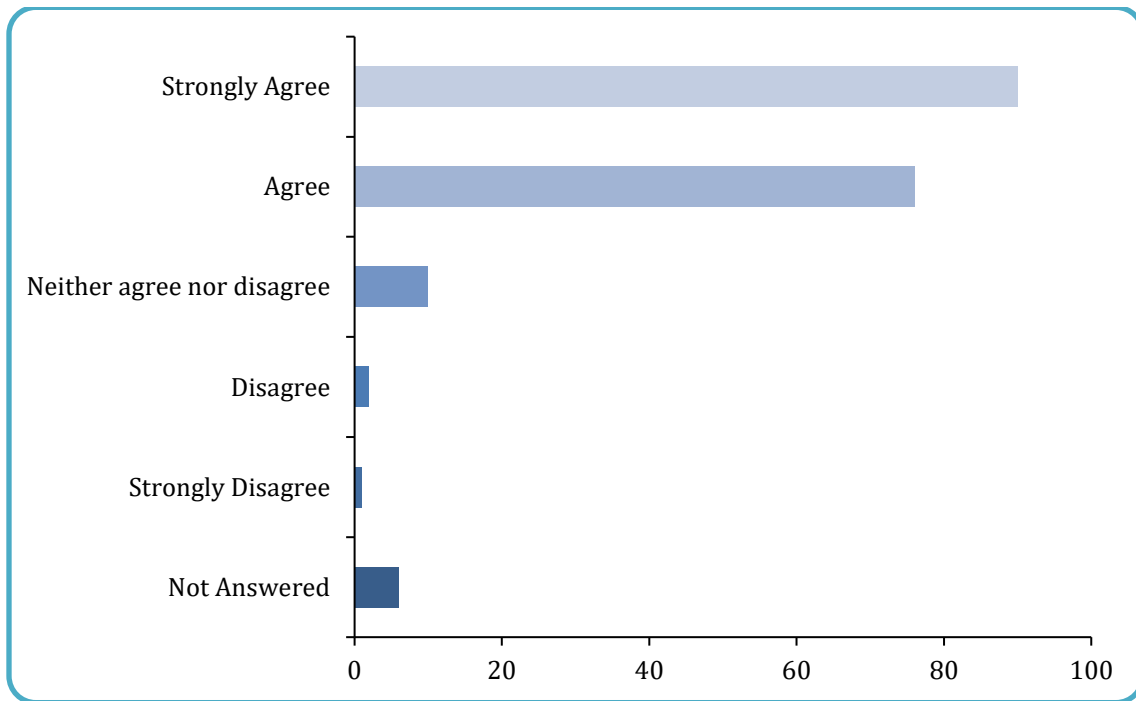
**Call times** - There were 178 responses to this part of the question.

Option	Total	Percent
Less than 10 Seconds	24	12.97%
Up to 30 Seconds	65	35.14%
Up to 1 minute	46	24.86%
Over a 1 minute	19	10.27%
Over 2 minutes	16	8.65%
Hung up due to excessive wait	2	1.08%
Unable to get through	6	3.24%
Not Answered	7	3.78%



## 16: When you have been in contact with the office have the staff been helpful and courteous

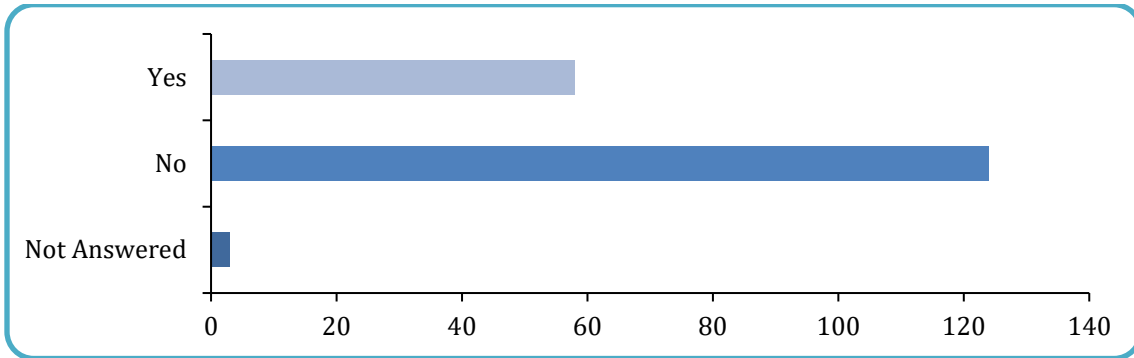
**Office Staff helpfulness** - There were 179 responses to this part of the question.



Option	Total	Percent
<b>Strongly Agree</b>	90	48.65%
<b>Agree</b>	76	41.08%
<b>Neither agree nor disagree</b>	10	5.41%
<b>Disagree</b>	2	1.08%
<b>Strongly Disagree</b>	1	0.54%
<b>Not Answered</b>	6	3.24%

17: We have a twitter page @SCCTransport or <https://twitter.com/ScCTransport>. On this page we give regular operational updates and other interesting transport news. Do you look or follow this page

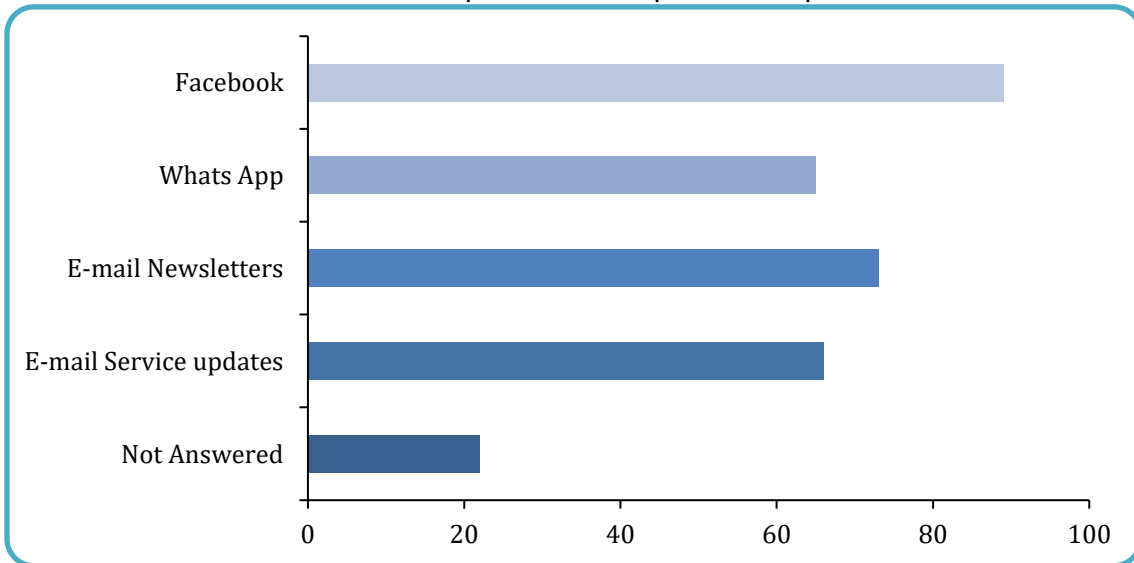
**Twitter Followers** - There were 182 responses to this part of the question.



Option	Total	Percent
Yes	58	31.35%
No	124	67.03%
Not Answered	3	1.62%

18: What other social media would you like to see Transport use

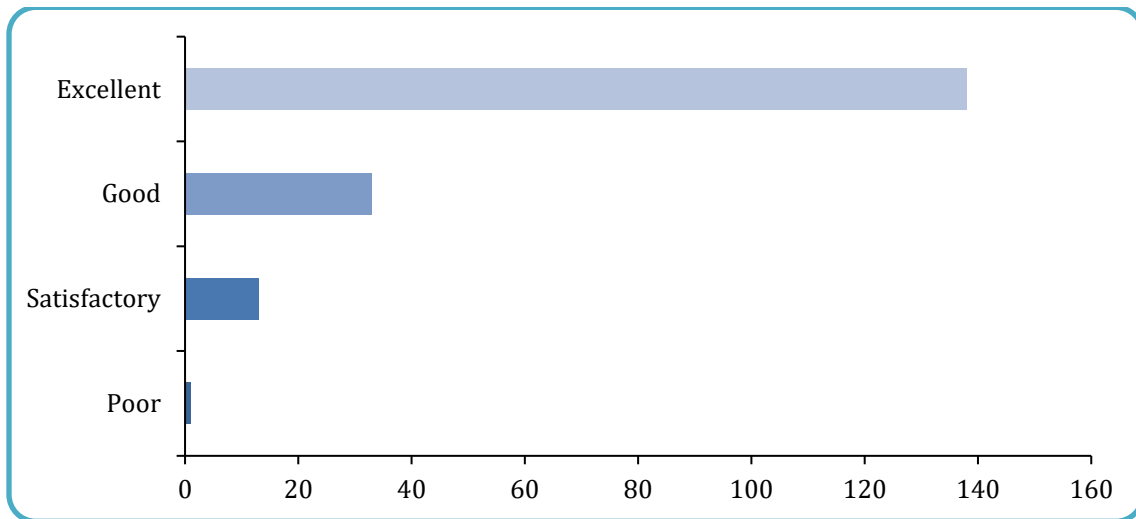
**Social Media** - There were 163 responses to this part of the question.



Option	Total	Percent
Facebook	89	48.11%
Whats App	65	35.14%
E-mail Newsletters	73	39.46%
E-mail Service updates	66	35.68%
Not Answered	22	11.89%

## 19: How would you rate your overall satisfaction with the home to school transport service

**Overall Satisfaction** - There were 185 responses to this part of the question.



Option	Total	Percent
Excellent	138	74.59%
Good	33	17.84%
Satisfactory	13	7.03%
Poor	1	0.54%
Very Poor	0	0.00%
Not Answered	0	0.00%

## 20: If you wish to make any additional comments about the SEND home to school transport service, please use the space below

### Comments

There were 68 responses to this part of the question.