

Information & Support | Influence & Change



**Influence & Change**



**Community Support**



**Information Provision**

# **PACC Transport Summary Report**

**July 2024**



Shropshire Council previously announced plans to consult on their current Specialist Transport Provision, specifically their discretionary grant offer to those aged under compulsory school age and 16+. To date, PACC has contributed the voices of the SEND community through the review that took place in October 2022. Including sharing the results of a transport survey from October 2022 with the review team. This feedback also influenced conversations and proposals that PACC presented to the Assistant Director for Education and Achievement.

PACC are clear that any changes need to take full consideration of the impact on the community and have appropriate time and investment made in developing solutions without detrimental impact on any members of the SEND Community.

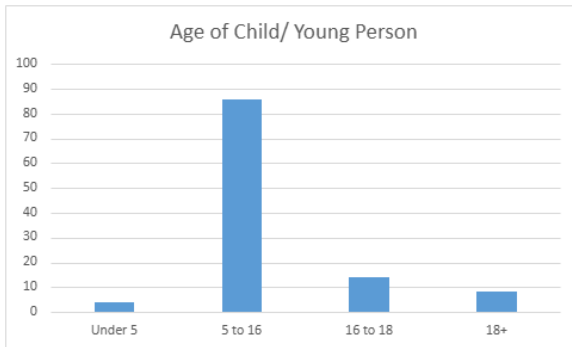
It is a statutory requirement that all children up to the age of 18 are able to access a suitable education provision to meet their needs, in the case of those with SEND up to the age of 25. This means that while the specialist transport offer may be discretionary, the right to access education still needs to be applied. For those young people where a specialist placement is required, or a suitable educational provision cannot be found within their local community, there will be a need to ensure they can access this safely and appropriately. This may mean that Education Health and Care Plans will need to consider transport requirements in the future in more detail than they already do.

To ensure that we are championing the voice of the SEND community, PACC shared an updated transport survey in March, asking about their experience and also their child/ young persons experience of SEND transport and the impact not having SEND transport would have on their family.

112 Parent Carers completed the survey, of these 107 children and young people have an Education, Health and Care Plan (EHCP).

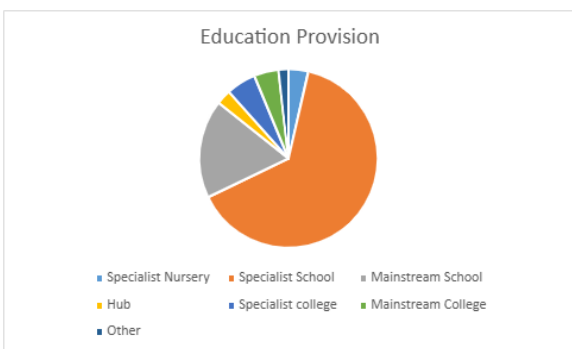
**PACC would like to thank all the Parent Carers that have taken their time to provide feedback.**

## Survey Findings



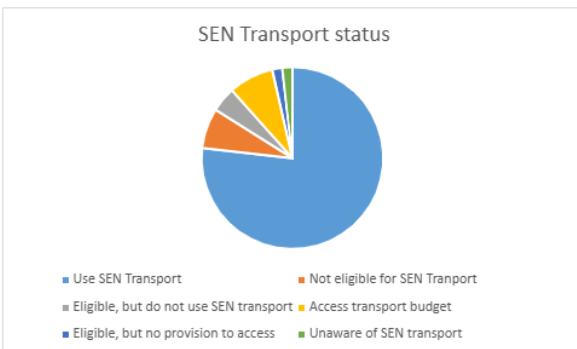
The Age of Children and Young People range from 'Under 5' to '18+'

- 3% under 5
- 77% aged 5 to 16
- 13% aged 16 to 18
- 7% aged 18+



- 4% attend a Specialist Nursery
- 66% attend a Specialist School
- 19% attend a Mainstream School
- 5% attend a Specialist College
- 4% attend a Mainstream College

2 % indicated 'other' but did not expand on the type of provision.



Parent Carers were asked if they are currently using SEND transport for their Child/ Young Person.

- 76% use SEND Transport
- 8% have been informed they are not eligible
- 5% are eligible but do not use
- 8% use a transport budget
- 2% are eligible but have no education provision
- 2% were unaware of SEND transport

Parent Carers were asked to provide feedback on the reason(s) they had been given for not being eligible for SEND transport. Reasons included:

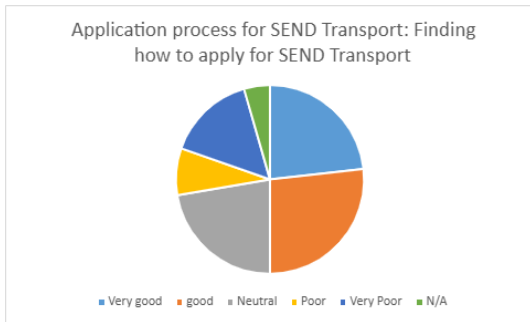
- Child/ Young Person not attending their nearest school
- Child/ Young Person not having an EHCP
- Child/ Young Person living less than 3 miles from school (with an EHCP)
- Drivers/ assistants being unable to administer an inhaler if Child/ Young Person had an asthma attack

Some Parent Carers were not given a reason for rejection.

## Experience of the Application Process

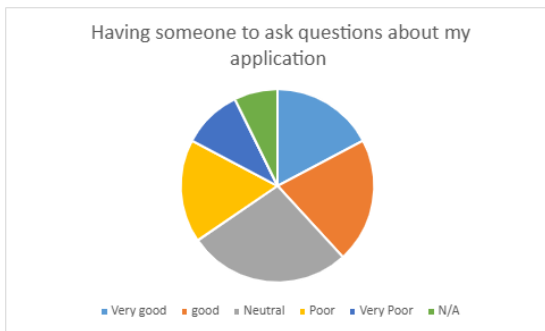
Parent Carers were asked to rate their experience of the SEND Transport Process.

When asked how Parent Carers rated their experience of finding how to apply for SEND Transport:



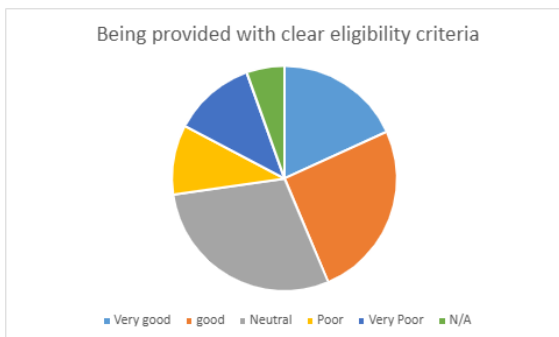
25% rated Very good  
 28% rated Good  
 23% rated Neutral  
 9% rated poor  
 16% rated Very Poor

When asked how Parent Carers rated their experience of knowing who to ask and being able to ask questions about their application:



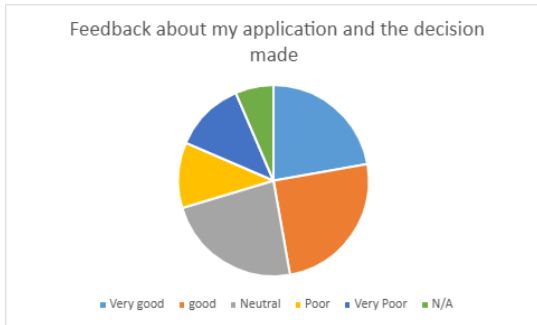
19% rated Very Good  
 23% rated Good  
 30% rated Neutral  
 19% rated Poor  
 9% rated Very Poor

When asked how Parent Carers rated their experience of being provided with clear information about the eligibility criteria for SEND Transport:



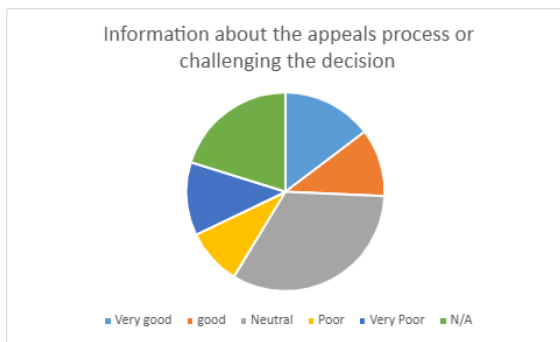
20% rated Very Good  
 26% rated Good  
 30% rated Neutral  
 11% rated Poor  
 13% rated Very Poor

When asked how Parent Carers rated their experience of being provided with feedback following their application being reviewed and a decision being made:



23% rated Very Good  
27% rated Good  
25% rated Neutral  
12% rated Poor  
13% rated Very Poor

When asked how Parent Carers rated their experience of being given information about the appeals process or how to challenge the decision made:

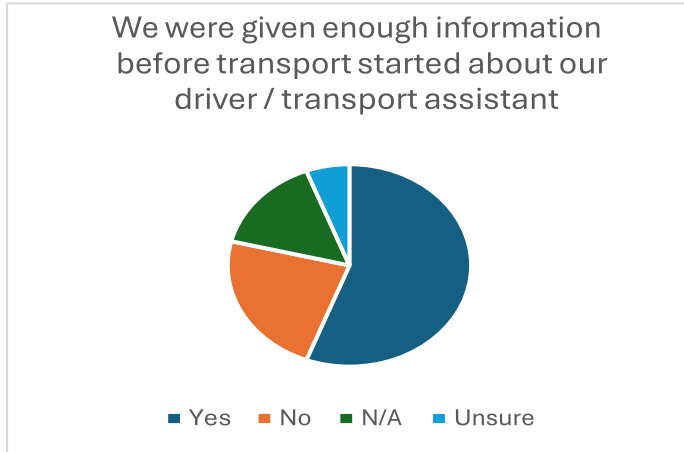


17% rated Very Good  
15% rated Good  
39% rated Neutral  
13% rated Poor  
16% rated Very Poor

## Experience of using SEND Transport

Parent Carers were asked to rate their experience of using SEND Transport.

When asked if Parent Carers were provided enough information before transport:

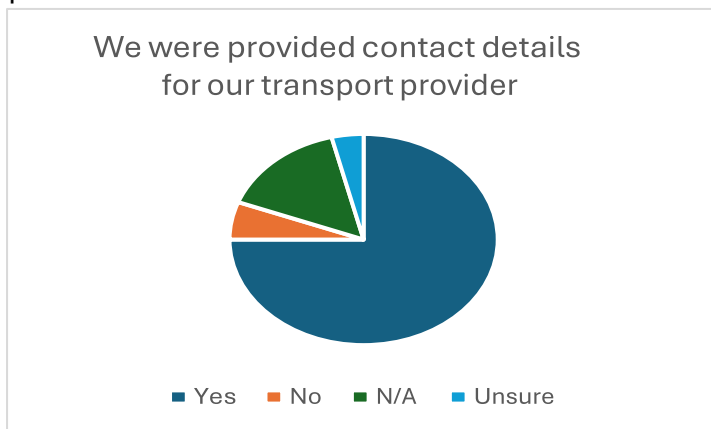


62% said Yes

35% said No

3% were unsure

When asked if Parent Carers were provided the contact details of the transport provider:

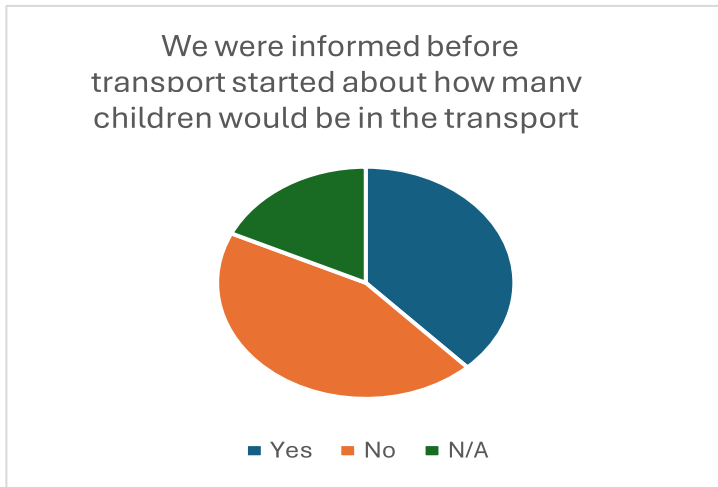


83% said Yes

13% said No

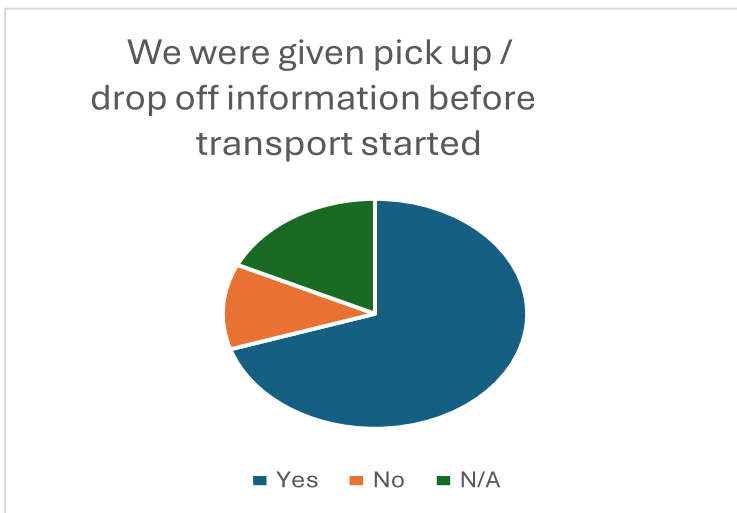
4% were unsure

When asked if Parent Carers were informed before transport started about how many other children would be in the transport:



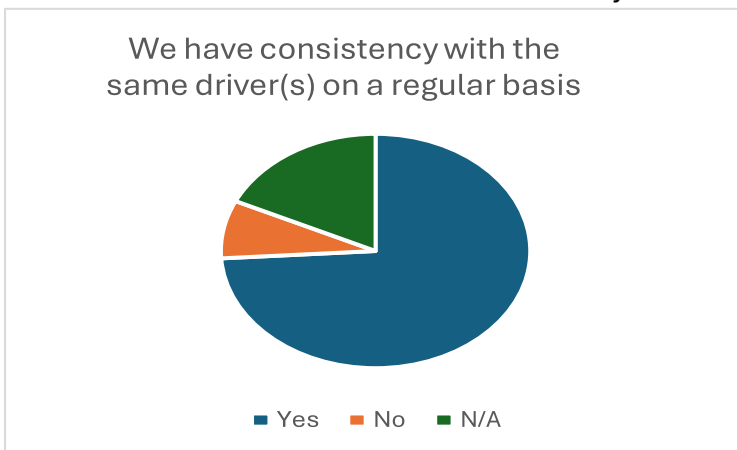
47% said Yes  
53% said No

When asked if Parent Carers were given pick up and drop off times before transport started:



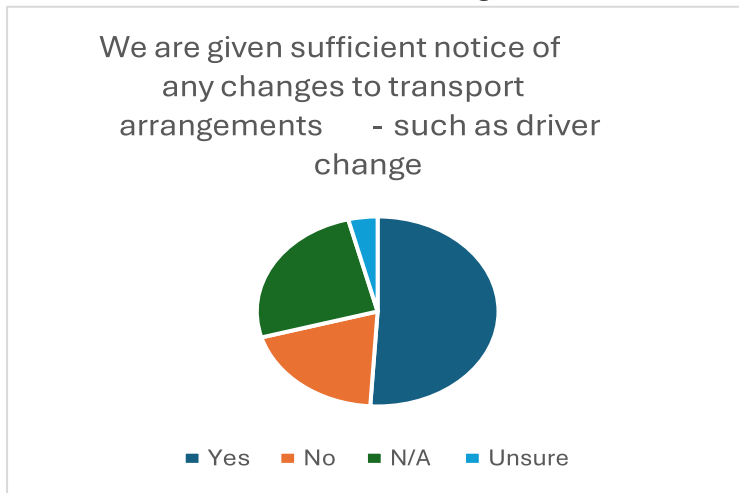
80% said Yes  
20% said No

When asked if Parent Carers had consistency with the same driver(s) on a regular basis:



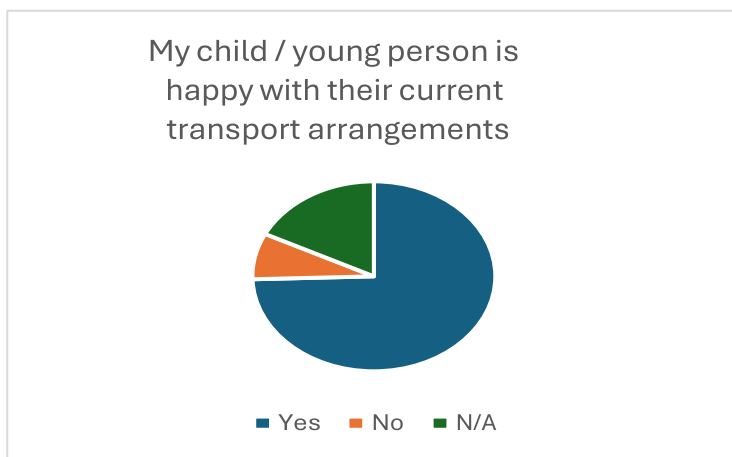
86% said Yes  
14% said No

When asked if Parent Carers were given sufficient notice of any changes to transport:



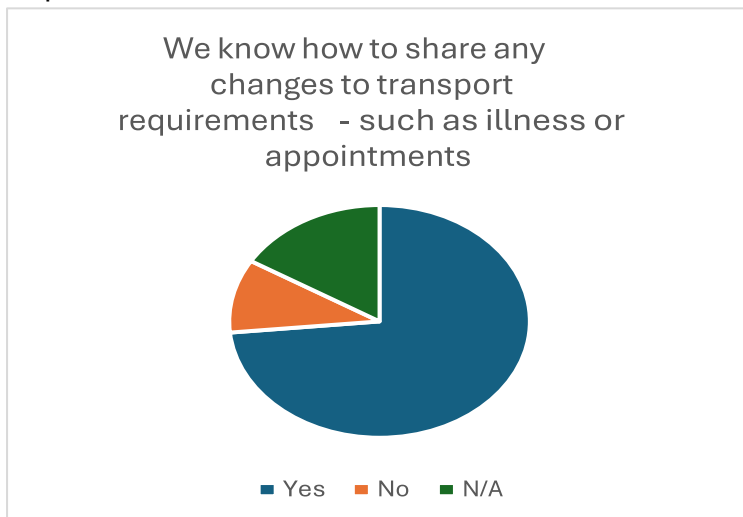
59% said Yes  
37% said No  
4% were unsure

When Parent Carers were asked if their Child/ Young Person is happy with their current transport arrangements:



91% said Yes  
9% said No

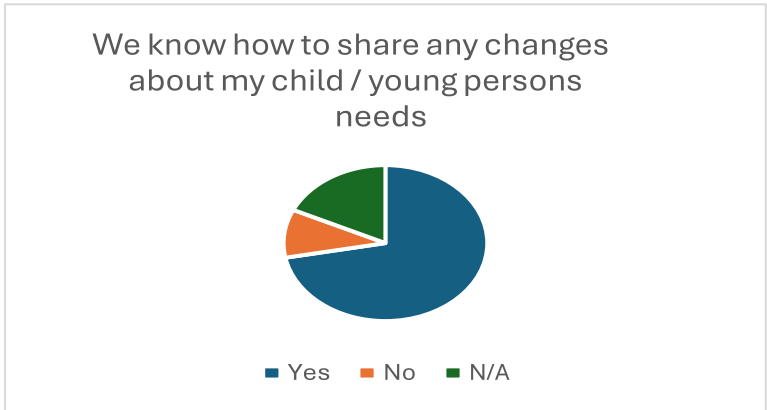
When Parent Carers were asked if they knew how to share any changes to transport requirements:



84% said Yes  
16% said No

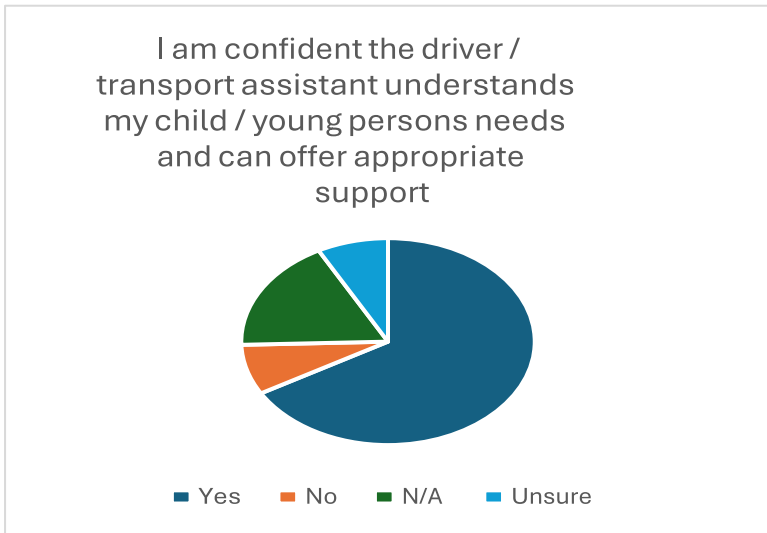


When Parent Carers were asked if they knew how to share any changes about their Child/ Young Person’s needs:



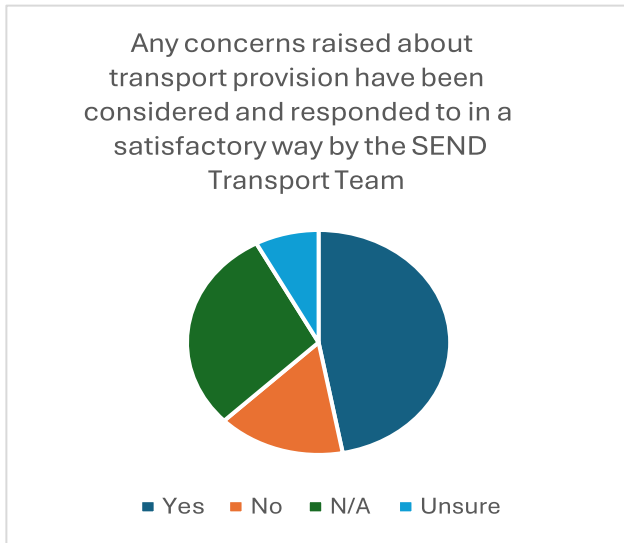
75% said Yes  
25% said No

When Parent Carers were asked if they were confident that the driver/ assistant understood their Child/ Young Person’s needs:



74 % said Yes  
15% said No  
11 % were unsure

When Parent Carers were asked if they felt that any concerns raised with the transport team were dealt with appropriately:



61% said Yes  
25% said No  
14% were unsure

## Summary of feedback: Key issues to be explored further

- Some families are being informed they are not eligible for SEND transport as they do not have an EHCP – this does not reflect national statutory guidance
- Some families being informed they are not eligible for SEND transport due to living within 3 miles of education provision – this does not reflect national statutory guidance.
- Communication from SEN team is inconsistent with some families reporting it requires improvement.
- Contacting the SEND transport team needs to be easier, especially in relation to the application process.
- Families co-parenting report difficulties in accessing SEN transport
- Information about the SEN transport application process is unclear.
- Families report that the waiting time for outcome of application process is lengthy and unclear of what parent carers need to do.
- In some cases, the uncertainty of access to transport is limiting further education options and choice
- The provision of SEN transport is crucial in enabling families to access employment, especially since access to breakfast clubs or after school clubs for the SEND cohort is extremely limited.
- Families with more than 1 child would not be able to get their children to school without SEN transport provision.
- Families with a low-income household are concerned how they will get CYP to school/ college without transport.
- Many families report positive relationships with their transport provider.

### Value of SEND Transport

Parent Carers were asked to provide feedback on the value of SEND Transport and what it means to their families. 82 Parent Carers provided feedback:

- It allows their Child/ Young person to get to their provision
- It helps to maintain a routine
- It creates a social opportunity for their child/ young person
- It gives their Child/ Young Person the opportunity to interact with someone outside of home and education
- It allows Parent Carers to work
- It allows Parent Carers to take siblings to school
- Parent Carers know their Child/ Young person is safe getting to their education provision
- It allows Children and Young People to attend an appropriate education provision

## Impact of no SEND Transport

Parent Carers were asked to feedback on the impact it would have to their family if SEND Transport was removed. 76 Parent Carers provided feedback:

- Children and Young People would not be able to access education
- Families would be in crisis
- It would create safeguarding concerns in getting their Child/ Young Person to school
- Parent Carers would be unable to work
- It would impact school attendance of siblings
- It would have a detrimental impact on the Mental Health of the Child/ Young Person
- It would have a detrimental impact on Parent Carers
- It would impact household finances
- Families without a support network would be in further crisis

Parent Carers also feedback that they would be happy for changes in transport to be made where appropriate, this included:

- Increasing the contribution for families that are in a financial situation to allow this
- For children and young people who are travelling in a taxi alone, some Parent Carers said that they would be happy for an additional passenger
- For children in small villages, some Parent Carers said they would be happy for their to be a pickup point for their child to get a minibus/ larger vehicle to college

## Any other Feedback

Parent Carers were asked if they had any other feedback they would like to share:

- Overall, there was very positive feedback about the taxi drivers and the relationships that Children/ Young people had built with them
- Regular changes in drives/ assistants have a negative impact on Children/ Young people
- Changing transport arrangements at short notice causes Parent Carers and Children/ Young person unnecessary stress
- SEND Transport provides a social opportunity for Children and Young People to interact with someone outside of home and school

- Parent Carers felt that SEND Transport discriminates against Children and Young People who do not have an EHCP
- There is a lack of communication from the Local Authority, specifically the SEN Team around transport- calls are not returned and emails are not responded to
- Poor communication when Parent Carers have raised queries with the transport team
- The criteria and process for SEND transport is not clear
- Deadlines to apply for transport are not clear