Transport Parent carer feedback collected September 2022

This information was collected through our Private Facebook page and through emails. These are the main issues that arose from the feedback collection.

1. Huge lack of communication between parents, transport and the local authority.
2. Children and parents were not informed of whether they have a taxi driver until the morning of school starting.
3. A lot of parents were told by the LA they would have the opportunity to meet the taxi drivers prior to school starting, however, this did not end up taking place
4. Some Primary aged children travelling to school is above the 45 minute guidance, these are in cases where the travel to school is usually less than 10- 15 minutes.
5. Last minute changes to collection times, resulting in heightened anxiety for children.
6. Lack of equipment provided during transport for example for children who require are harness, this has not been provided.
7. Huge variation across the county of reimbursement of travel expenses if children are unable to access school transport- i.e. some parents only receive money for the journey of there and back to school whilst the child is in the car, some parent receive reimbursement for the 4 journeys, there and back x2 including when the child is not in the car.
8. A significant amount of parents had no taxi arranged on the day their children were starting school – some had no taxi arranged for over 2 weeks.
9. Post 16 transport tenders had not gone out at the start of September- resulting in no transport for young people until mid-September.
10. Lots of children who need time to plan and prepare i.e. meet the taxi and taxi driver were not given this opportunity.
11. Contracts with Taxi companies are changed yearly which is having a huge impact on children. Lots of children can take months to get used to their Taxi driver and their ‘route’ before they feel comfortable, this is then changed again only a couple of months after they are starting to feel comfortable.