

OSC school transport workshop

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Current demand

Progress to date		Total	Approved	Declined	Appeals
SEN Applications (including post 16)	Sept 23 – July 24	287	97%	3%	0
	Sept 24 – July 25	355	81%	19%	0
	Sept 25 – present	341	88%	12%	15
PTB Applications	Sept 23 - July 24	181	86%	14%	0
	Sept 24 – July 25	206	89%	11%	0
	Sept 25 – present	125	92.8	7.2	0
Ex Circumstances	Sept 23 – July 24	No data	No data	No data	No data
	Sept 24 – July 25	60	59%	41%	0
	Sept 25 – present	95	63%	37%	14

Current Progress

- Personal transport budget parental agreement forms have been streamlined and signed off by legal
- Receiving regular payments for Post 16 transport and working together with families and the debtors team.
- Parent guidance leaflets and Passenger Assistant Directories issued to parents in their parental letters.
- Internal Drivers handbook created and distributed.
- Independent Travel Trainer x 2 positions recruited
- Marketing engagement meeting held with contractors to try and increase competition and in preparation of changes happening to the current DPS.
- Parent / Carer Survey completed
- New posts contract monitoring officer and additional Planning and performance Team Leader additional hours now recruited to.

Why we continue to see costs increasing

Demand Continues

- Increases in EHC plans
- Increasingly complex needs have also led to a greater need for individual taxis and escorts to prevent other pupils on shared journeys being put at risk
- Spikes in school population.
- Cost-of-living pressures on households.

Policy

- Increased level of support expected by parents and guardians.
- PTB changes

Cost control

- Ongoing inflationary pressures.
- Increase in external provider costs.
- Reliance on external providers and taxi's due location of school/pupil.

Sufficiency

- Shortage of nearby specialised school places. More children placed out of area and in Alternative provision (AP)
- Contractor/drivers/adapted vehicles/fleet.
- Passenger Assistants

What is being done to manage and mitigate increasing costs?

- CYPFS Transport scorecard to provide oversight on monthly performance and predicted costs for senior leaders.
- Increased use of vehicle utilisation of internal fleet to reduce cost.
- Savings achieved on tenders, ongoing reviews – increase in demand cost avoidance
- Independent Travel Training rollout
- Contract Management site visits have begun
- Applying policy for PTB's reducing payments for less than 80% attendance.

H2S Service User Survey 2025

- **Survey Objectives and Timeline**

The survey was conducted from late July to September 2025 to gather feedback from transport service users. Moving forward survey will be published June to July per year.

- **Respondent Demographics**

169 Respondents.

Majority of respondents were parents or carers (95.8%), with students making up 4.2% of total responses.

- **Response Rate and Statistical Confidence**

Survey achieved a 95% confidence level with a margin of error of 6.88%, slightly above the corporate standard.

- **Survey Distribution Methods**

The survey was distributed on paper and electronically, including QR codes to facilitate easy access.

H2S Service User Survey 2025

Service Satisfaction and Overall Ratings

Importance of Tailored Transport

Data highlights the need for consistent, tailored transport arrangements to meet varied educational and medical needs.

Vehicle Cleanliness and Comfort

High satisfaction rates for vehicle cleanliness, ease of access, and heating or ventilation were reported by respondents.

Frontline Staff Performance

Drivers and Passenger Assistants received over 90% satisfaction in friendliness and skill, showing strong frontline staff approval.

Office Staff Challenges

Office staff scored lower in friendliness and communication, highlighting the need for administrative improvements.

Complaint Handling and User Concerns

User Complaint Statistics

31% of users made complaints; 49% were satisfied, 34.7% dissatisfied with outcomes.

Key Service Issues

Issues include inconsistent driver assignments, poor communication, and inadequate vehicle conditions.

Staff Training Deficiencies

Lack of staff training in emergency medication handling and specialised equipment noted as a concern.

Scheduling and Responsiveness

Long journey times, unreliable scheduling, and poor complaint responsiveness cause dissatisfaction.

What Works Well According to Users

Consistent Staffing

Having the same driver and Passenger Assistant helps children maintain routine and feel secure during transport.

Friendly and Caring Attitudes

Drivers and Passenger Assistants display friendly and caring attitudes, enhancing the overall user experience.

Effective Communication

Advance notifications and clear communication provide reassurance and help parents manage schedules effectively.

Safety and Reliability

A strong sense of safety and reliability supports families and enhances student wellbeing during transport.

H2S Service User Survey 2025

User Recommendations for Enhancing Service

Enhance Staff Training

Improving communication and training for office staff and Passenger Assistants is essential for better service delivery.

Consistency in Personnel

Maintaining consistent drivers and Passenger Assistants supports children with special needs and improves service reliability.

Optimise Routing and Timing

Reducing travel times and using realistic routes enhances efficiency and user satisfaction.

Improve Communication and Complaints

Better complaint handling, visual aids, and improved advance notice of service changes help prepare children for transitions.

H2S Service User Survey 2025

Action Plan

Improve Communication and Complaint Handling	Enhance Staff Training and Support	Ensure Consistency in Personnel	Optimise Routing and Journey Times	Maintain High Standards for Vehicles	Celebrate and Reinforce What Works Well	Monitor and Evaluate Progress
<i>Communication rated at 68.6% 31% of users made complaints; only 49% satisfied with outcomes</i>	<i>Office staff scored lower in friendliness and communication Concerns about emergency medication and equipment handling</i>	<i>Inconsistent driver assignments cause distress. Consistent staffing improves routine and security</i>	<i>Some journeys exceed 1 hour Long travel times and unreliable scheduling noted</i>	<i>High satisfaction with cleanliness and comfort. Some complaints about vehicle conditions</i>	<i>High satisfaction with safety (93.1%) and overall service (82.1%). Friendly and caring attitudes praised</i>	<i>Set KPIs for each improvement area</i>
Develop standardised communication protocol	Mandatory training for Passenger Assistants and drivers	Monitor and minimise staff rotation	Conduct route efficiency audit	Continue regular vehicle inspections and cleaning	Recognise and reward staff excellence	Conduct regular annual surveys
Introduce visual aids and multilingual formats	Update staff handbook with best practices	Use feedback to retain high-performing staff	Set maximum journey time target	Ensure heating and ventilation systems are functional	Share positive feedback both internally & externally	Report progress to stakeholders
Train staff in customer service and empathetic communication	Review emergency procedures and support for additional needs				Use successful practices as training examples	Adjust strategies as needed

Future Activity

- Parental documentation to be reviewed
- Transport applications to be reviewed continually.
- Continue meetings with schools and develop transport clinics to ensure we have full and complete information to reduce incidents and aide families completing paperwork to plan routes earlier for their new academic year.
- Meeting with Connexions in regards of Post 16
- Meetings with SEND in regards of working together to improve offer and decision making, planning for the future
- Attendance checks for PTB's in line with policy
- Review ICT package, for internal and operational staff to improve communication and the overall transport offer.
- Procuring better phones /tablets for operational staff / Parent to improve communications