

## SEND transport survey feedback

A survey was sent out to the email addresses of the families receiving SEND transport on 2 December 2021 and a hard copy was sent out via post with a self-addressed envelope for ease of return on 9 December 2021.

The results in this document are from both methods of survey. There were 81 responses out of a total of approx. 319 surveys, which is a response rate of 25%. N.B. This is an anonymised survey but comments are as written, except for the removal of a child's name.

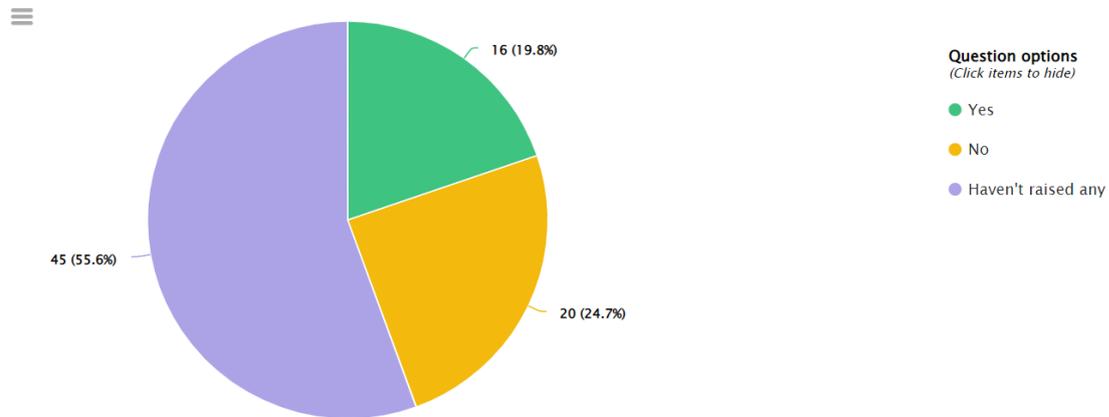
Here are the responses:

- 1) Are you the parent or carer of a child or children with SEND?  
**100% replied Yes**
- 2) Has your child or children used home to school transport since September 2021?  
**96% replied Yes**
- 3) Does your child travel to school on a vehicle with other students?  
**10% said Yes**
- 4) Does your child travel to school via a taxi?  
**32% said Yes**
- 5) What school does your child or young person attend?

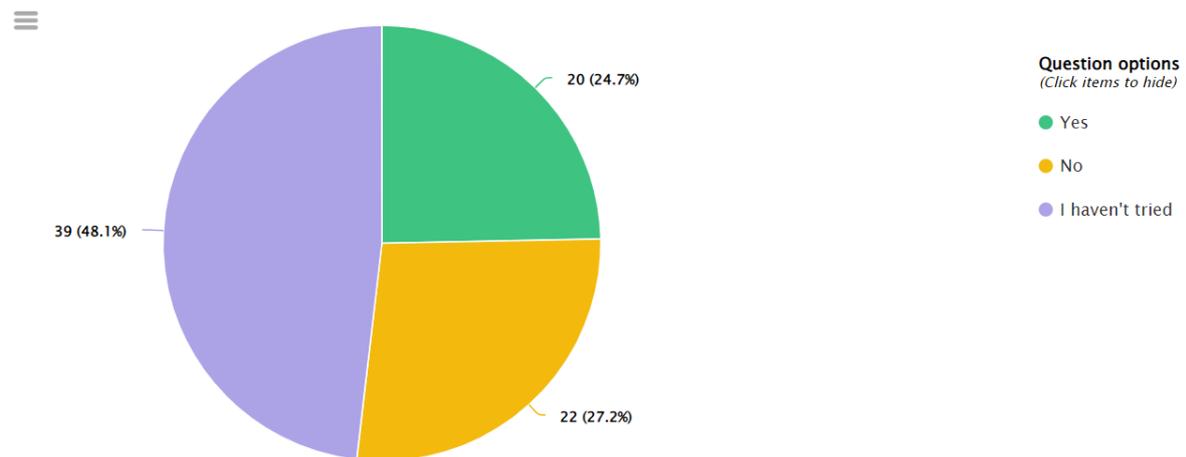
School	Number of respondents attending
St Christopher's	22
Kingsdown	18
Lancaster	10
St Nicholas	8
Cedar Hall	7
Fairways	4
Other	13

- 6) Since the start of the new term, have you had any concerns or negative incidents regarding school transport?  
**37% said Yes**
- 7) Has the service improved since the start of the autumn term?  
**74% said Yes**

8) If you have raised any concerns, do you feel like they have been listened to and that appropriate steps have been taken to remedy the situation?



9) Have you had problems contacting the Vecteo office by phone or email?

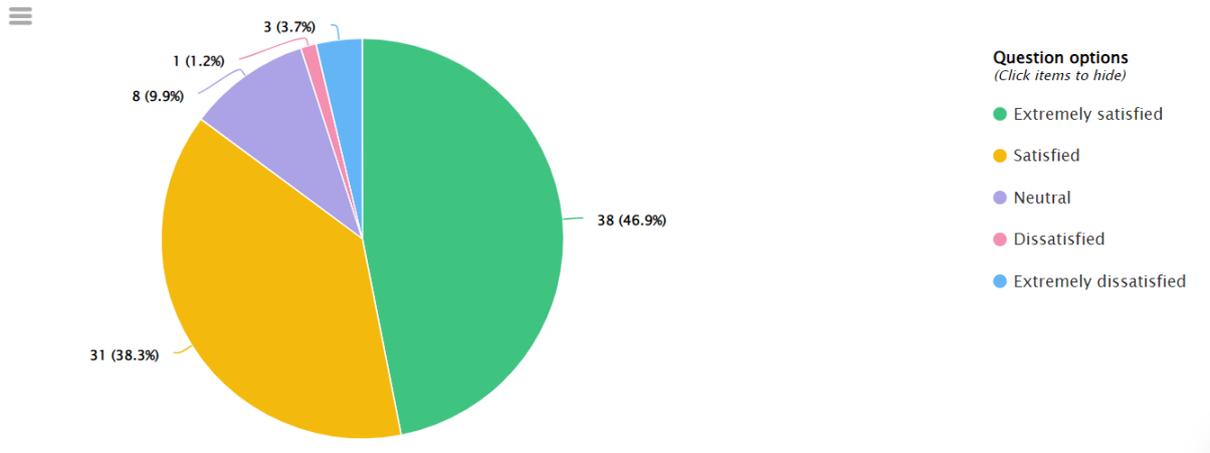


10) Does Vecteo now communicate with you more effectively on any changes to the driver, Passenger Assistant, or route delays?

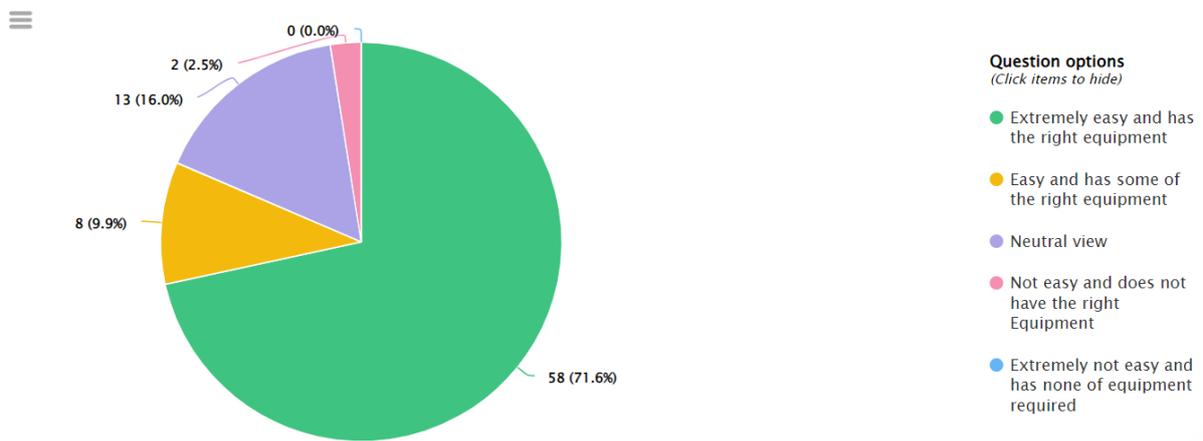
**52% said yes**

11) Please rate your level of satisfaction with the service that you currently receive.

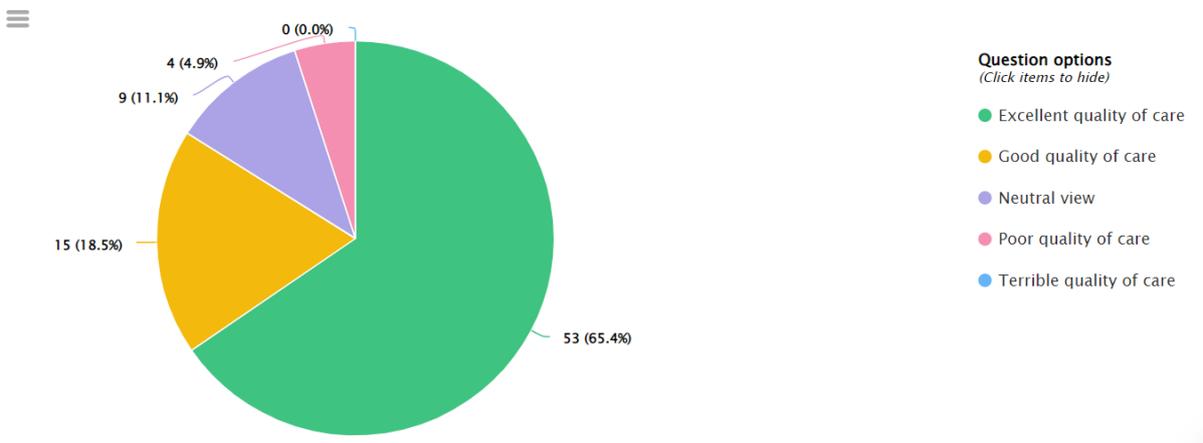
a) Punctuality – does the transport arrive when expected?



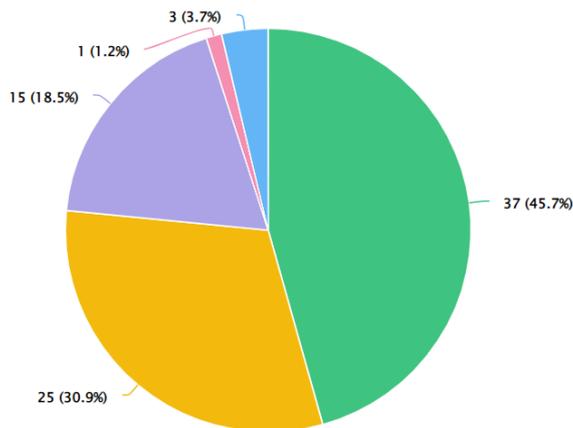
b) Suitability of transport – does it have the right equipment? Is it easy for your child to get on board?



c) Transport environment – what is your level of satisfaction with the quality of care on the bus?



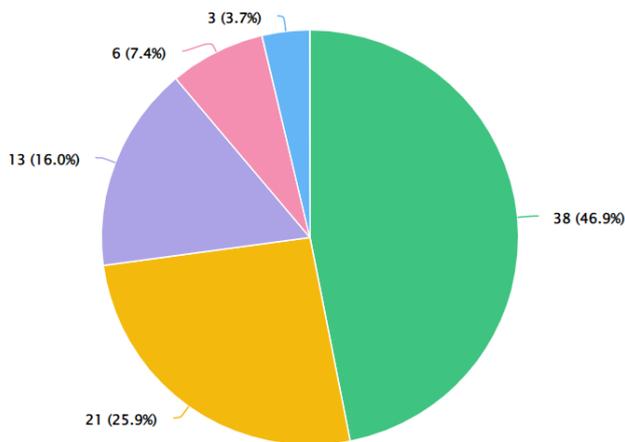
d) Transport environment – are you happy with the number of children on the bus?



Question options  
(Click items to hide)

- Extremely Happy
- Happy
- Neutral view
- Unhappy
- Extremely unhappy

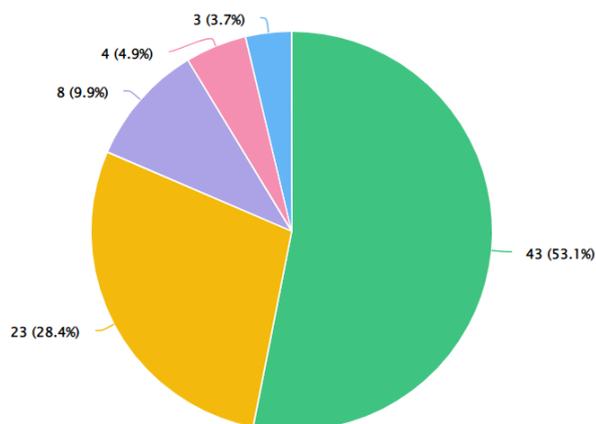
e) Transport environment -is the PA to passenger ratio right?



Question options  
(Click items to hide)

- Excellent ratio
- Good ratio
- Neutral
- Poor ratio
- No PA present

f) Overall, how satisfied are you with the transport service?



Question options  
(Click items to hide)

- Extremely satisfied
- Satisfied
- Neutral view
- Dissatisfied
- Extremely dissatisfied

12) What single biggest improvement or change would you like to see made to the service?

Masks to be worn also communication and warning if there was a child or staff with covid that has been in contact with my child
Possibly less children/taxi so kids arrive home quicker. Seem to be one of last dropped off.
All I really think needs to be improved is the communication between the company and the parents. I understand that problems arise so as long as there is communication I can work around it.
Stop removing my daughter of the bus
None
None
Better communication on any changes or delays
To actually inform us if the driver or Pa changes like agreed!
The personal service we used to receive. Birthday celebrations, fun music on the drive, the drivers and PAs to feel comfortable asking for help/information if they're unsure about anything.
Return to old busses 24/7 used and their staff
NA
Communication from company itself
All good and we are happy all they are doing for us We are appreciated all their effort for our child
Communicate to the driver when instructed that child will not use the service
That the office were as good as the PA and driver we have.
Pa can check that the child had a coat on return. Driver should ensure child is able to disembark in a safe space.( not road side)
Safeguarding and quality of staff
N/A
All good
N/A
N/A
Booster seats for small children
Continuing communication and no changes as this would have a massive affect on my son.
To have the same PA and driver consistently.
PA provided that understands my son's need and how to manage him.
- Big new buses - Communication has improved a lot - Safety
Just right
New buses, better environment.
A continuation of consistent service with good communication
If possible, slightly less children on bus.
For us, none at all, very happy with the service we receive.
- Contact number in bus transport, the easy # that they always available in times of emergency - please can we receive a message if they comes late - the bus transport are good staff and the children are safety because they have enough care assistant on the bus.

It would be nice to have a direct number for the driver or PA in case of emergency - this has nothing to do with data protection and is a safety issue.
ROUTINE I have had a very good service with yourselves up until September 2021. I found after that it went downhill.
Safety and friendly
Better communication at the end of August to put child's / parent's mind at rest before school starts.
Breakdown of communication between us and Vecteo was terrible but now its improved (for how long?)
Different company who actually know how to deal with children and transport.
Maintain consistency of the crew (where possible) and text changes to this service and/or delays (significant ones).
None at the moment
The bus - its not a taxi. PA on board. Time keeping has improved.
Communication with the school and with us parents. Ring when running late.
Travel times was only real issue but has been resolved. The ramp has not worked several times.
I don't want to change anything
Keep with the driver we have
The biggest improvement is to bring the smaller buses back - we have had enough of the monster bus. Picking up and dropping off 15 children is shocking.
None at the moment
It's fine for my daughter's needs
Please don't change it. Everything seems to work well.
I like for my children 24/7 company
Text message service to the parents about any changes or issues about the service.

- 13) Do you feel confident that the driver and passenger assistant on the school transport can provide sufficient and individual support for your child or young person?

**86% said Yes**