

Appendix 2 – Travel Assistance Consultation – Consultation Coding

Feedback on the current service: what is working well?

Session ID	Quote/Reference	Theme 1	Theme 2
1	Policy is easy to find online	Comms	
1	Have not had a bad experience with transport so far	General positive experience	
1	One parent found that when they wrote to Brent Council for their first time application, the service was very supportive and helpful in explaining the different options available	Good management	
1	Very happy with the provision, and feel that the staff know each child and their needs as individuals	General positive experience	Staff rapport
1	One parent shared their experience of good management and their requests as a parent being taken into account. They really trusted the escorts in their travel assistance arrangement.	Good management	Staff rapport
2	Young children are able to take transport to school, enabling one parent to support their other children as they go to different schools	Supports household	
2	The provision is well-organised, and management keep them up to date on any delays and incidents	Good management	General positive experience
2	One parent finds that the person that coordinates their transport is particularly great at communicating with the family	Good management	Communication
3	The letter received at the beginning of service in August, providing an ID number, is very helpful in making adjustments to transport arrangements	Good management	Communication
3	One parent has nothing negative to say	General positive experience	
3	Transport helps a parent who is at college/in placement to manage their life priorities.	Supports household	
3	One parent has been working with Brent for 22 years, and overall is very pleased with the experience.	General positive experience	
Please note – no responses on this topic were received for Session ID 4.			

5	One parent says that they have a great escort and driver who communicate well about lateness & earliness, and engage well with the children and young people	Staff rapport	Communication
5	Text updates are well-received	Communication	
6	Good service, no complaints	General positive experience	
6	The buses do not seem overcrowded, which is good.	Journey	
6	Schools arrange pick-ups well by moving all transport children to one classroom at the end of the day to facilitate easy transfer onto buses.	Good management	
Please note – no responses on this topic were received for Session ID 7.			
8	Allocation of officers to routes is very helpful	Good management	
Email	My daughter is able to go to an out of borough school which primarily caters to her needs. Transport has given us the ability to not be restricted that she can progress in a school and environment tailored for her. Hence we are grateful and hope this is not stripped away. Everyone deserves a good Education regardless of background and disabilities.	General positive experience	

Feedback on the current service: what is not working well?

Session ID	Quote/Reference	Theme 1	Theme 2
1	Many changes from the previous PCF have not been actioned	Changes not actioned	
1	Changes have been made to the service without parent/carer consultation	Communication	
1	Timings for pick-ups and drop-offs are not being considered in relation to the family/carers' schedules and needs	Communication	Pick-ups/drop-offs
1	Journey times are too long	Journey times	
2	Pick-ups and drop-offs take a long time, meaning children have very long days and spend a lot of time on the transport	Pick-ups/drop-offs	Journey times

2	Sometimes pick-up times are changes without advance notice, affecting the family's morning logistics	Communication	Pick-ups/drop-offs
3	Parents are not informed of changes to drivers/escorts, especially around Eid and Ramadan	Communication	Staff rapport
3	Part of the application process involves detailing needs, however these are not taken into consideration	CYP's needs	
3	Escorts often do not speak conversational English	CYP's needs	Staff rapport
3	Phonelines are supposed to operate from 6.30am, but usually only operate from 7am	Communication	
3	Driver reportedly swore at another driver on the road, upsetting a young person on the transport. When this was reported it was not taken seriously. As such, the complaints process is flawed.	Complaints process	Staff rapport
3	Reports of staff ignoring/bullying parents/carers with EAL	Staff training	Staff rapport
3	One parent as part of the broader provision of services has lost trust with Brent and given up	General negative experience	
Please note – no responses on this topic were received for Session ID 4.			
5	Long journey times and too many children on the bus routes	Journey times	Overcrowding
5	Children arrive at school not ready to learn due to tiredness & overstimulation from their journey	Journey times	
5	Communication poor - recently had a problem where lateness was not communicated to parents, which does not set up their children well for the day.	Communication	Journey times
5	One parent has been using transport for years and it has been very inconsistent.	General negative experience	
5	Uncertainty around the adequacy of training offered to escorts and drivers.	Staff training	

6	The bus contract was changed at the start of March, and the parents were not informed of the change. There were new staff and a new bus, disrupting the young person's routine.	Communication	Staff rapport
6	One child's journey was changed without prior notice, changing the journey time from 10 mins to 2 hours.	Communication	Journey times
6	Multiple buses at pick-up points are confusing for children and parents.	Pick-ups/drop-offs	
6	Some pick-up and drop-off points seem inefficient, with children living on the same street and attending the same school but being placed on different buses.	Pick-ups/drop-offs	
6	Journey times are too long, and delays are not communicated to parents.	Journey times	Communication
6	One parent's child did not get home until after 6.30pm, the delay was not communicated and the office phonenumber had closed. This caused a lot of panic and distress as the parent did not know what was happening.	Journey times	Communication
6	Concerns around lack of staff on buses where young people could easily overpower a person if distressed.	Staff training	
Please note – no responses on this topic were received for Session ID 7.			
8	Implementing changes in September creates undue anxieties for children and families	Communication	
8	Changes are not communicated in the first place	Communication	
8	Formal complaints are not taken on board - one parent wanted their child to move to a single occupancy unit because of severe bullying, but has not heard anything	Communication	

	for 6 months on the independent review		
8	Journey times are too long. Allocations should be reviewed for efficiency.	Journey times	Pick-ups/drop-offs
8	When route officers are not available, it feels like no one does anything or knows anything, and issues are hard to resolve	Communication	
Email	It would be great if we have the drivers number or escort. Just incase there's an emergency and we can find out as soon as possible.	Communication	

Feedback on the current service: what could be improved?

Session ID	Quote/Reference	Theme 1	Theme 2
1	There should be fewer children on each bus to reduce journey times	Overcrowding	
1	Buses are not getting to school on time, which has a knock-on effect on education	Journey times	
1	Documents could be made more accessible with short-read and easy-read versions	Information accessibility	
1	Protocols for staff on transport are unclear, leading to lack of confidence from parents/carers	Staff training	
1	Children lack opportunities for fun & social activities	Extra-curricular opportunities	
1	Documents could be made accessible to the young people themselves	Information accessibility	
1	Travel assistance provision not very flexible - would like more opportunity for combinations of support	Arrangement flexibility	
1	SEND children are not getting access to after-school clubs due to rigid transport arrangements	Extra-curricular opportunities	

1	Would like a phoneline to be able to ask about the progress of transport and any delays etc.	Communication	
1	Would like a post-consultation review session	Communication	
1	Continuity is important, outsourcing is not favoured, and changes need to be well communicated in advance	Communication	
1	All children's needs should be taken into account when allocating places on shared transport, including sensory needs	CYP's needs	
1	Promotion of the provision needs to be improved - one parent did not know their child could be eligible for travel assistance as they attend a mainstream school	Information accessibility	
2	Would like a short-read guide to the new central government guidance on travel assistance	Information accessibility	
2	Could the transport service be exempt from certain road rules, or be able to enter protected lanes to make pick-up and drop-off easier?	Journey times	
2	Would like clear feedback on the consultation themes, and explanation as to why certain suggestions have not been taken into account	Communication	
3	Would like provision confirmation letters to arrive earlier, e.g., July	Communication	
3	Would like eligibility for CYP at mainstream schools to be highlighted	Information accessibility	
3	Would appreciate being told that staff are taking time off etc. - this cannot always be communicated by the children themselves	Communication	
3	The threshold for transport at high school is different and unclear	Information accessibility	

3	Would like more email contact rather than through the PCF or post.	Communication	
3	Yearly application process would be better positioned earlier in the year, especially as families are informed of decisions late in the summer.	Communication	
3	More people attending consultation sessions	Communication	
3	EAL is a barrier - more translation services are needed as people feel unable to engage	Communication	
3	Would like engagement with the Somalian PCF	Communication	
3	Would like an overview of the training provided to transport staff incl. drivers & escorts	Staff training	
3	Would like a one-page profile (passport) of each child to be provided to staff	Communication	CYP's needs
3	Would like clarity around which documents need to be provided to prove eligibility for the service	Information accessibility	
Please note – no responses on this topic were received for Session IDs 4 & 5.			
6	Driver & escort continuity is key, and rapport is important as they greet the children. Changes to staff or routes can be disruptive for young people, and these should be communicated in advance.	Communication	Staff rapport
6	Number of people on buses and noise/sensory input are big parts of the transport experience; this should be taken into account.	CYP's needs	
6	The training of escorts & other staff needs to be reviewed. Staff should get comprehensive training and refreshers, and parents would like to know about the training staff have undertaken.	Staff training	Information accessibility
Please note – no responses on this topic were received for Session ID 7.			

8	Need more resources for parents with EAL, or parents who come from countries where the systems are very different. The system needs to be more user-friendly.	Information accessibility	
8	Documentation for the policy should be translated into other languages.	Information accessibility	
8	Overall, the parent supports the policy, and feels the need to drive change.	CYP's needs	
8	Parents need more information about the allocation of transport in advance of September.	Communication	

Feedback on different types of travel assistance

Session ID	Quote/Reference	Theme 1	Theme 2	Theme 3
1	One barrier to a PTB is that mileage allowance does not include petrol cost when sitting in traffic, and the time spent travelling	Petrol cost	Travel time	
1	Parents should be reimbursed for their time if they can do pick-up	Travel time		
1	What are the options for a mixed travel assistance offer?	Flexible arrangements		
1	The policy is unclear as to how EHCPs affect the provision offer in terms of support	Clarity		
1	Suggestion of a brainstorming session with different examples of needs and how these might apply to different forms of travel assistance	Flexible arrangements		
Please note – no responses on this topic were received for Session ID 2.				
3	One parent says that Camden & Harrow give more money for mileage, whereas the Brent mileage offer is not adequate to cover costs.	Petrol cost	Travel time	
3	The Brent mileage offer does not account for time to get onto transport, time spent in traffic etc.	Petrol cost	Travel time	

3	Information should be added about the Freedom Pass and TfL's accessibility offer.	Information accessibility		
3	There should be better training for staff eg in leisure centres around access cards and other accessibility support needs	Staff training		
Please note – no responses on this topic were received for Session ID 4.				
5	Concern around move towards pick-up points as one parent feels this has not been a successful move for other councils	Pick-up/drop-off points		
5	PTB offers flexibility around a child's needs, and is more than the current mileage allowance.	Flexible arrangements		
5	The current policy is not very flexible, and the mileage allowance is not adequate in the context of the Cost of Living Crisis.	Flexible arrangements	Petrol cost	Travel time
5	Mileage allowance does not account for time taken as well as petrol.	Petrol cost	Travel time	
5	PTB is not always accessible if you need to take multiple children to different schools.	Flexible arrangements		
Please note – no responses on this topic were received for Session IDs 6 & 7.				
8	One parent feels that PTBs being determined by EHCPs is not a good system, as the allocation of funding is there to support the learning and emotional regulation and other needs of the child. Any additional need meaning they require transport should therefore not come out of this budget.	Flexible arrangements		

Feedback on Independent Travel Training

Session ID	Quote/Reference	Theme 1	Theme 2
1	One parent would like reassurance that ITT will take into account individual needs, based not just on the school's profile of a young person	CYP's needs	
1	One parent feels nervous about the statements made around independence	Concerns around independence	

1	There is appetite for ITT	Positive sentiment	
1	Feel that travel trainers explaining the programme to parents/carers would help alleviate concerns	Concerns around independence	
1	Concerns about CYP being pushed to do travel training	Concerns around enforcement of provision	
1	Feel that ITT should be for those aged 16+, including university students	Age group	
2	Feel that ITT should be for those aged 14+	Age group	
2	Would like clarification on the provision of ITT to CYP attending schools outside of the borough	Clarity	Schools out-of-borough
2	Interest in a specialist team in-house	Positive sentiment	
2	Would like consideration of support being provided to parents/carers in order to support their own children in independent travel	Parental involvement	
2	Would like clarification on how access to ITT would function	Clarity	Access
2	Would like ITT to be available not only to CYP with EHCPs	Access	
2	ITT sounds like a good idea	Positive sentiment	
3	What about young people who have reached 18 and ITT has not been successful?	Concerns around independence	
3	Eligibility based on mainstream or specialist school attendance needs to be clarified	Clarity	Access
3	Wording should be changed to highlight collaborative aspect with parents/carers & young people	Wording	Parental involvement
3	ITT could involve a more social, informal aspect in order to foster a space for 16-25 year olds to socialise and learn skills	Community aspect	
3	One parent does not like the term 'disabled people,' and prefers person-first language	Wording	
3	A lot of appetite for ITT, and parents want to see better	Positive sentiment	Community aspect

	access to the community for CYP with SEND		
3	Need consistency in the trainers	Staff rapport	CYP's needs
3	Need a destination in mind	CYP's needs	
3	Would like the Council to consider the provision already available in schools	School management	
3	Would like the Council to consider the provision of buses by TfL for schools such as the 632.	TfL	
3	Would be keen to see parental involvement in the programme to support learning after the course has finished	Parental involvement	
Please note – no responses on this topic were received for Session ID 4.			
5	Would like a focus on stranger danger, how to deal with unexpected situations.	Risk and danger	
5	Feel that ITT should be for those in Year 9 and above, depending on individual need	Age group	
5	Distance should also be factored into ITT	CYP's needs	
5	Concerns that if a parent refuses ITT, provision will be withdrawn.	Concerns around enforcement of provision	
5	Does ITT mean going into the community, travelling from A to B, buddying, or modelling travel?	Clarity	
5	Travel on a train is very different to cycling, walking, and crossing roads etc.	Clarity	
5	Would like to see training on topping up travel cards and how to use the gates at stations etc.	TfL	
5	Concern that ITT will not be offered long-term and will instead be pushed back onto schools	School management	
6	One parent feels very open to the training and would love for their son to be more independent, but they cannot see it happening at the moment.	Positive sentiment	Concerns around independence

6	Many children are not aware of danger, struggle with social interaction (especially with autism)	Risk and danger	
6	Would like to see a smaller pilot group to start with	Focus group	
6	Would like to see pictures-based and visual training resources as these are helpful for CYP with SEND	CYP's needs	Visual learning
6	Children will need to build rapport with trainers over a longer period of time as they might not be immediately comfortable with new people	CYP's needs	Staff rapport
6	Children will need consistent reinforcement of what they have learnt	CYP's needs	
6	Repeating the same route several times would be a good idea	CYP's needs	
6	Some children feel very excited by public transport, so this is a positive idea	Positive sentiment	
6	Concern that this will affect the provision of other aspects of travel assistance	Concerns around enforcement of provision	
Please note – no responses on this topic were received for Session IDs 7 & 8.			

Feedback on proposed updates to the application process

Session ID	Quote/Reference	Theme 1
1	Children with EHCPs should have a choice over which school they attend	School choice
1	Concern that decisions will not take into account circumstances beyond distance	Family circumstances
2	Multiple children needing transport, or attending different schools, should be mentioned in the policy	Family circumstances
3	Unclear who decides and how it is decided to provide transport	Information accessibility
3	Any parts of the policy referring to 'discretion' should be clearer	Information accessibility
3	Feel that the panel has a good breadth of members, which should be noted in the policy	Information accessibility

3	It should be clarified what documentation is needed for the decision-making process around provision	Information accessibility
Please note – no responses on this topic were received for Session ID 4.		
5	It should be clearer to whom the new policy applies	Information accessibility
Please note – no responses on this topic were received for Session IDs 6 & 7.		
8	Information required on what should happen if you do not hear back after the 7-10 working days period.	Information accessibility

Feedback on proposed updates to the appeal process

Session ID	Quote/Reference	Theme 1
1	Panel a welcome change	Clarity
1	Clear process	Clarity
2	Do not like the phrase 'parent/carer challenges,' prefer 'appeals.'	Wording
Please note – no responses on this topic were received for Session IDs 3, 4 & 5.		
6	Clearer and shorter timeframes are helpful.	Clarity
Please note – no responses on this topic were received for Session ID 7.		
8	The review/appeal process timeframes are too long, and it is not good enough.	Timeframe

Feedback on proposed updates to the context section of the policy

Session ID	Quote/Reference	Theme 1
Please note – no responses on this topic were received for Session ID 1.		
2	Would like a line in the policy explaining that some CYP will not be able to travel independently, but may be able to develop independence and other skills in other areas, making sure that no one feels excluded from the offer.	Additional wording
3	The term 'skills' is unclear	Additional wording
Please note – no responses on this topic were received for Session ID 4.		
5	Would like to add 'for greater independence and preparing for adulthood '	Additional wording
6	Should be clearer that independence might not be possible for many children	Additional wording

6	The wording of the last statement should be reviewed - parent feels it assumes that every child with special needs just needs some extra training for independence. The individual aspect should be emphasised.	Additional wording
Please note – no responses on this topic were received for Session ID 7.		
8	One parent totally agrees with the context section.	General positive sentiment
8	Parent is concerned about the vulnerability of CYP with SEND on public transport, as people are often passive bystanders or perpetrators of harassment or bullying. This is often the case for other children rather than adults.	Concerns around independence

Feedback on proposed updates to parts 2 & 3 of the policy

Session ID	Quote/Reference	Theme 1
1	Part 3 does not take into account the full reasoning why a child may want to attend a school/college outside of the borough, and how it meets their needs	CYP's educational needs
1	Part 3 needs a robust and clear decision-making process	Information accessibility
1	The policy is unclear on eligibility and provision for young people aged 16-25	Information accessibility
1	The policy is unclear on provision of transport outside of education	Information accessibility
Please note – no responses on this topic were received for Session ID 2.		
3	Part 3 is harsh as Brent does not have adequate provision for CYP with SEND in-borough, and special schools are often offering functional skills rather than qualifications like GCSEs and A-Levels that some CYP might be able to achieve	CYP's educational needs
3	Part 3 'same or similar' needs to be clarified	Wording
3	Part 3 wording is overly negative and does not involve working with parents/carers. It feels frightening.	Wording
3	Part 3 does not take into account the support provided by schools/colleges beyond the fundamentals of a course.	CYP's educational needs
3	Concerns around Part 3 being interpreted as 'transport makes the decision of where my child goes to school.'	Wording
Please note – no responses on this topic were received for Session ID 4.		
5	Part 2 would like to add the word 'statutory' to the title, and specify ages of school age	Wording
Please note – no responses on this topic were received for Session IDs 6 & 7.		

8	One parent thinks this section should be entirely removed, as supporting school attendance should be the first priority.	CYP's educational needs
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Feedback on proposed updates to the behaviour and conduct section of the policy

Session ID	Quote/Reference	Theme 1	Theme 2
1	Wording is too hostile	Wording	
2	Policy should be clear on procedures for children being harassed/bullied/abused by staff or other children on the transport	Clarity	Bullying
3	Some CYP do not choose their behaviour/conduct.	Wording	
3	Put the reference to CYP with EHCPs at the beginning of the paragraph.	Wording	
Please note – no responses on this topic were received for Session ID 4.			
5	Dislike the term 'threatening behaviour.'	Wording	
6	Concerns around CYP with complex needs who might not yet have an EHCP	Clarity	
Please note – no responses on this topic were received for Session IDs 7 & 8.			

Feedback on proposed addition of section on disabled parents/carers/guardians

Session ID	Quote/Reference	Theme 1
1	Glad to see parental needs taken into account	Family circumstances
Please note – no responses on this topic were received for Session IDs 2 through 8.		