

Appendix 2.1 – Travel Assistance Consultation – Survey Coding

**1. Do you agree that the new travel assistance policy is clear and easy to understand?**

Yes	7
Somewhat	15
No	3

**2. Do you agree that the appropriate language has been used throughout the policy?**

Yes	19
Somewhat	3
No	1
I don't know	2

**3. If no, which section does not include the appropriate language and what change/s would you make?**

- Respondents wanted the criteria for eligibility and re-applying to be made clearer.
- One respondent requested that all references to 'disabled people' be replaced with the terminology of 'SEND'.
- Another respondent requested a simplified version of the policy be made to make it more dyslexia accessible.

**4. Do you agree with Brent's approach to encourage independence and to promote a healthy active lifestyle for all service users?**

Yes	8
Somewhat	9
No	7
I don't know	1

**5. If no, please provide more detail.**

- Respondents wanted it to be made clearer that not 'all' service users will be able to develop independence. Concerns were also expressed around the capacity for some children and young people with SEND to be aware of risks and danger.
- Respondents wanted more information about the Independent Travel Training programme, especially around eligibility for the programme and how travel assistance will be provided during and after completion of the programme.
- A few respondents expressed worry that this approach would affect the provision of motorised transport for their children/young people.

**6. Do you agree with the travel assistance options available (Section 4 of the policy)?**

Yes	8
Somewhat	14

No	2
I don't know	1

**7. If no, what reservations do you have about the travel assistance options and why?**

- Respondents wanted clarity around the eligibility criteria for each of the travel assistance options.
- Respondents raised concerns around the capacity for wheelchair-users to make use of public transport through the Independent Travel Training programme or accompaniment by a Travel Buddy.
- One respondent raised concerns around the potential move from door-to-door pick-ups to pick-up points due to weather and safety risks.

**8. What are your thoughts on the proposed Personal Travel Budget bandings?**

<b>Banding</b>	<b>Distance from school</b>	<b>Annual PTB Offer</b>
Band 1	0 – 2.49 miles	£2100
Band 2	2.5 – 4.99 miles	£2625
Band 3	Between 5 – 9.99 miles	£3150
Band 4	Over 10 miles	£5250

- The majority of respondents described the bandings for PTBs as 'fine' and 'reasonable.'
- The main area highlighted for review was for the budgets to increase in line with inflation on an annual basis.
- One respondent expressed dissatisfaction that the banding would not cover the costs for a wheelchair-accessible Uber to send their child to school.
- Another respondent expressed dissatisfaction that the banding would not cover the costs to employ someone to take their child to school as they are a working parent.

**9. Are you aware of the provision of Independent Travel Training?**

Yes	6
Somewhat	7
No	11
I don't know	1

**10. Do you agree with the Council's approach to promote independence through the development of an Independent Travel Training programme?**

Yes	6
Somewhat	14
No	5
I don't know	0

**11. Please explain your answer in more detail.**

- Respondents were keen to know more about the eligibility criteria for Independent Travel Training for their children/young people and wanted confirmation that any staff employed for the purposes of travel training would be adequately trained in engaging with children and young people with SEND.
- Respondents again wanted it to be made clearer that Independent Travel Training would not be a suitable programme for all children and young people.
- Many respondents were enthusiastic about the programme, especially around familiarising their children and young people with different modes of transport.
- Some respondents saw travel training as a key step in preparing their children/young people for adulthood. One respondent wrote, 'I would like my child to have independent travel training to prepare her for adulthood ... therefore I agree with this approach to prioritise training/support over taxis to and from school.'
- Other respondents understandably expressed fears around the safety of their children/young people.
- One respondent highlighted the need to take into account that a young person's needs may change during their life, which might also impact their ability to be travel trained.

**12. Please provide any additional comments you wish to make on the new policy.**

- Some respondents wanted clarity around how and when the new policy will be implemented.
- One respondent would like 1-1 travel buddies as a travel assistance option.
- One respondent would like drivers and escorts on motorised transport to have more comprehensive training around SEND.
- One respondent wrote, 'The HB transport is a God sent to us as I do not drive, and my daughter loves it.'

**13. Are there any specific concerns or reservations you have about the proposed policy changes that you would like to express?**

- Some respondents reflected that working parents/carers/guardians might find the new policy challenging if their child/young person's school is not local to them.
- Some respondents sought reassurance that Independent Travel Training would not be forced upon their children/young people.
- One respondent wrote, 'Please do not underestimate the value of this kind of transport, where young people are together with others going to their school/college and the security and support it gives to the families, especially the siblings going to other schools, of a vulnerable CYP with SEN.'

**14. What additional support or resources do you think young people who make use of the service might need during the transition to the new policy?**

- Many respondents wanted to see the Independent Travel Training programme address safety and stranger awareness, as well as be available for as long as necessary until the young person in question feels comfortable with their journeys.