

## Considerations of the consultation feedback – School Travel Policy 2024-25 Consultation

### Updating the appeals process to bring it in line with government guidance

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> <li>• Overall                             <ul style="list-style-type: none"> <li>○ Total agree: 64%</li> <li>○ Total disagree: 24%</li> <li>○ Majority of respondents that are recipient of (or parent/carer of) school/post-16 travel support agree (51%)</li> </ul> </li> </ul>		
Positive comments	The group believed that it was a good idea to allow two chances for appealing a transport decision [...] Three pupils responded that they thought the new appeals system was better and two responded that they thought that considering alternatives to taxis in a hierarchy was a good idea (feedback from consultation session with primary school age children).	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Appeals - there is a lack of information on the appeals process, how to appeal and/or how decisions on appeals are made	The appeals process and timescales that are outlined in the policy is in line with government guidance. We will add an appendix to this policy to give further detail on the appeals process.	An additional document detailing the appeals process has been appended to this policy.  Additional wording has been added to clarify that both the type of transport that is offered, as well as decisions not to provide support provide grounds for appeal.

### Defining the home address

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> <li>• Overall                             <ul style="list-style-type: none"> <li>○ Total agree: 60%</li> <li>○ Total disagree: 26%</li> <li>○ 42% of respondents that are recipient of (or parent/carer of) school/post-16 travel support agree, 40% disagree</li> </ul> </li> </ul>		
Concerns and suggestions	N/A	N/A	N/A

### Terminology consistent with the School Travel Service rebrand

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> <li>• Overall                             <ul style="list-style-type: none"> <li>○ Total agree: 53%</li> <li>○ Total disagree: 29%</li> </ul> </li> </ul>		

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
	<ul style="list-style-type: none"> <li>○ 39% of respondents that are recipient of (or parent/carer of) school/post-16 travel support agree, 44% disagree</li> </ul>		
Concerns and suggestions	N/A	N/A	N/A

### **Setting out a travel options hierarchy**

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> <li>• Overall <ul style="list-style-type: none"> <li>○ Total agree: 51%</li> <li>○ Total disagree: 40%</li> <li>○ 33% respondents that are recipient of (or parent/carer of) school/post-16 travel support agree, 57% disagree</li> </ul> </li> </ul>		
Positive comments	The group felt that it was a good idea to consider a hierarchy of options for school transport, not just a taxi (feedback from consultation session with primary school age children)	No officer response required (positive consultation feedback).	None.
Concerns and suggestions	Travel options hierarchy - questions/comments on assessments/the process of deciding travel options Travel options hierarchy - comments critical/not supportive of the option regarding travelling to pick-up/drop-off points Travel options hierarchy - comments on some options not being viable for some SEN children, irrespective of other factors (e.g. training) Travel options hierarchy - other/alternative considerations/suggestions Travel options hierarchy - some SEND children will need a chaperone with their travel option Travel options hierarchy - other/general critical/not supportive comments Travel options hierarchy - changing the mode of travel will be disruptive/debilitating for those with certain disabilities, e.g. autism	<p>The School Travel Service and SEND team will assess which form of transport is most suited to each child, working with pupils, parents and carers pro-actively to establish the most suitable and sustainable approach. This is current practice and by setting out the order in which different types of transport is considered the council is aiming to improve transparency.</p> <p>The pick up/drop off points will be trialled on a pilot basis, only children that would be suited to this method of transport will participate in this trial. We are anticipating that the pilot of one bus with multi location drop-off / pick-up in starts from the start of the summer term 2024. This may affect ~16-20 children.</p>	None.

### **Listing the nearest school in school applications**

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Quantitative feedback	<ul style="list-style-type: none"> <li>• Overall <ul style="list-style-type: none"> <li>○ Total agree: 35%</li> <li>○ Total disagree: 52%</li> <li>○ 19% of respondents that are recipient of (or parent/carer of) school/post-16 travel support agree, 66% disagree</li> </ul> </li> </ul>		

Consultation feedback		Officer response	Actions proposed
Broad themes	Comment themes		
Concerns and suggestions	Listing nearest school - comments that the nearest school may not be the best/most appropriate for some SEN children	<p>Parents will be required to list their nearest suitable school. A suitable school is one that is suitable for the child's age, ability, aptitude and any special educational needs they may have. If a child has a school named on their EHCP, parents/carers should apply via SCC's SEND team.</p> <p>Distances in relation to eligibility for travel support will be measured by the shortest reasonable walking route, by which a child may walk safely. In cases where extended rights apply and the child is travelling more than 3 miles (up to 6 miles or up to 15 miles to a school preferred on the grounds of religion or belief) walking routes do not apply, and the shortest route will be measured along road/driving routes. The catchment area tool situated on the council website also lists schools from nearest to furthest once an address is inputted.</p>	Wording to the website will be amended making it clearer that individuals may not qualify for transport if not applying for their nearest school.