

Consultation on travel support for Post-16 learners with special educational needs and disabilities



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Appendix 1: Consultation proposals

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1. Introduction

This report is a supplement to a report to the council's Executive Board. It gives additional information about our consultation on proposals to change replace transport with a personal travel allowance (PTA) for post-16 students with special educational needs and/or disabilities (SEND).

The consultation preparation started in January 2016. Between 29th March and 27th May the public consultation was live.

The consultation and engagement exercise was far reaching with views sought from the families of all 792 young people in Year 7 or above in receipt of transport assistance from Leeds City Council. We also engaged with many other agencies and stakeholders who could offer important expert views and feedback.

The consultation was extensively promoted through a number of channels. This included direct contact with families and stakeholders, online availability of consultation documents on the Children's Transport webpages and circulation of the consultation documents through appropriate partners including SEN coordinators, education settings, the Complex Needs Partnership Board and third sector partners.

The consultation was on three proposals which centre on the provision of a personal travel allowance to empower parents and young people to find their own lasting transport solutions as an alternative to the council doing this for them. Parents/Carers were asked to preference the following options:

1. **Option 1:** A personal travel allowance of the cash equivalent to one or two bus passes, depending on whether their child and young person needs accompanying on journeys
2. **Option 2:** A personal travel allowance of a mileage allowance of £1 per mile, for one outward journey and one inward journey to the learning setting (measured by shortest route by car)
3. **Option 3:** A personal travel allowance of a banded travel allowance.

Further details of the proposals are attached to this report at Appendix 1.

A summary of 'Post-16 SEND transport in numbers' is included overleaf:

Post-16 SEND Transport in numbers

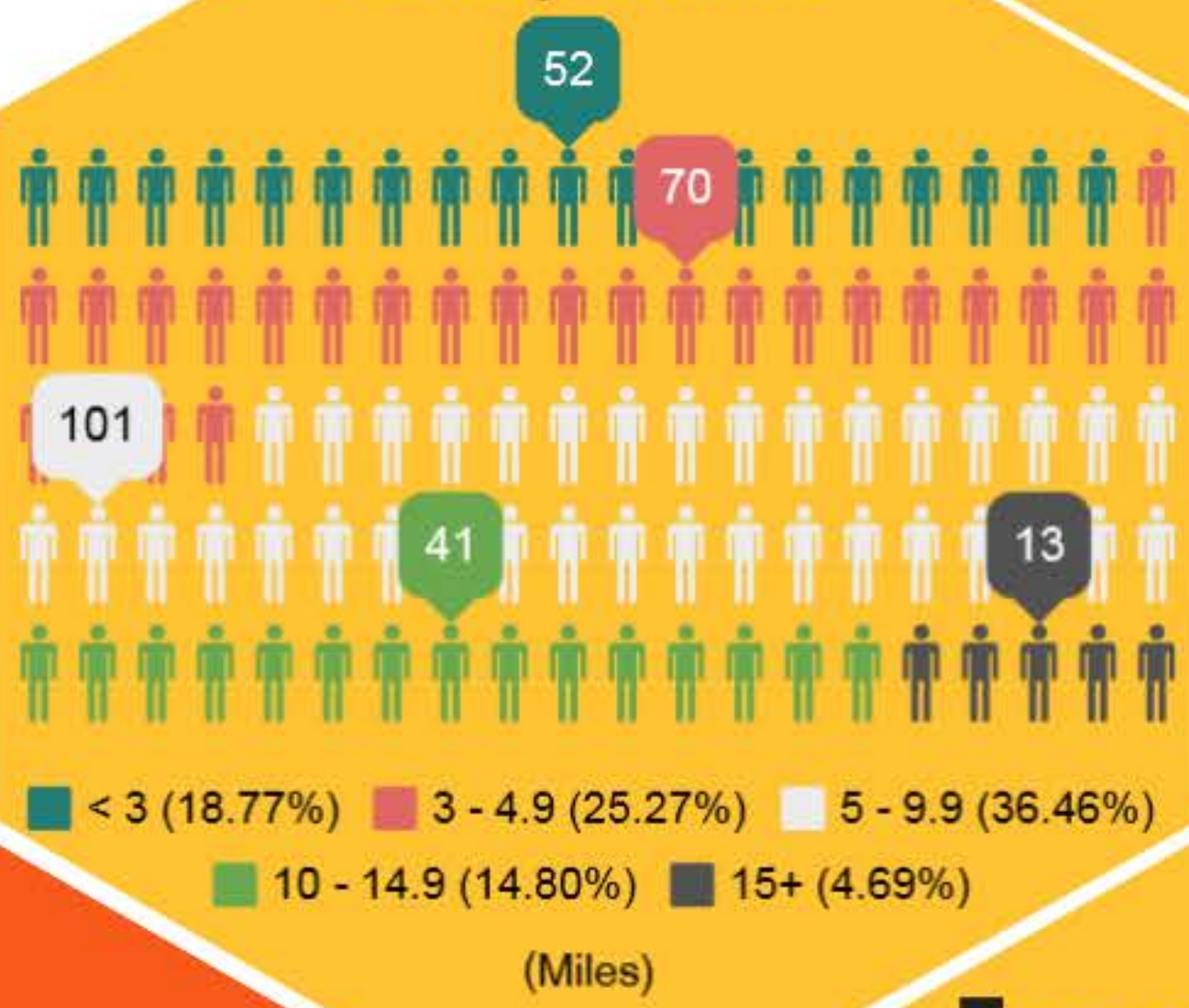
277

Learners in receipt of Post-16 transport assistance

Approx.
£5,776
Cost per Learner

Ave. Journey Length
6.6
Miles

Journey Distance



Current Total Cost

£1.6m

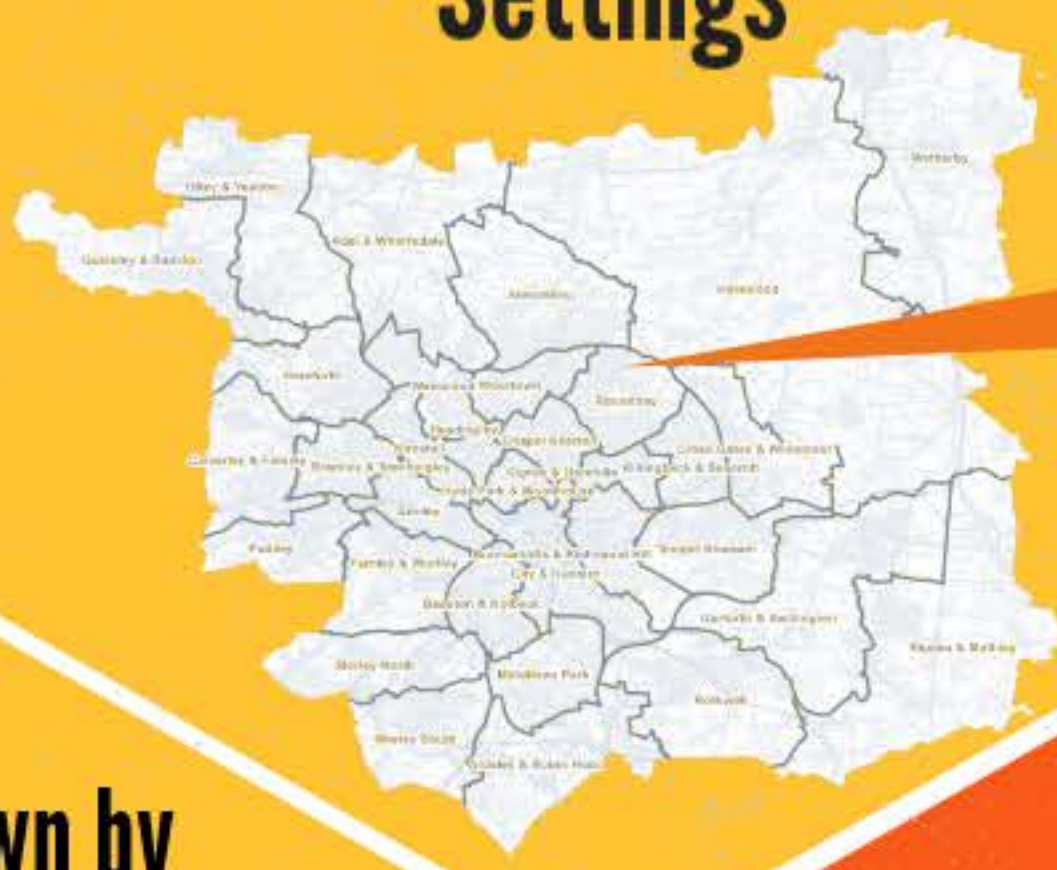
Estimated Future Cost

£0.85m

Most Transported to Leeds Settings

Joseph Priestly	48
The Vine	37
East SILC	22
South SILC	20
NW SILC	20

Transporting learners to 35 Post-16 Settings



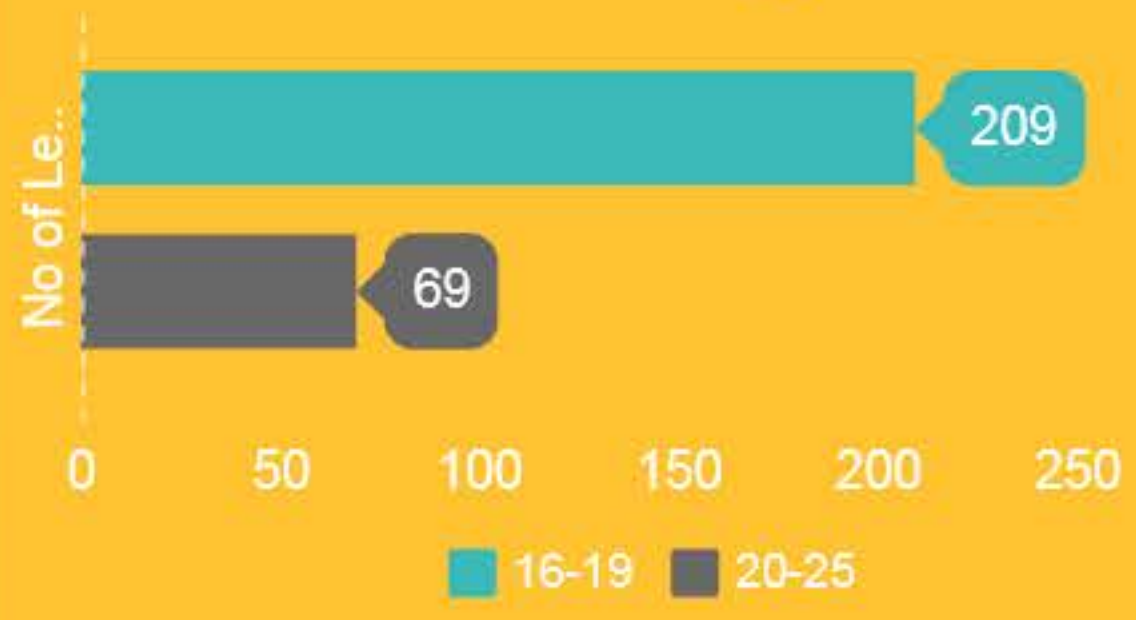
21
Leeds Post-16
Settings

14
OOA Post-16
Settings

Most Transported to OOA Settings

Henshaws College	15
Meadowcroft	5
Askham Bryan	6
Craven College	3
Bradford College	2

Breakdown by Learner Age



Learners Attending OOA Settings

39

The Consultation: Background and Methodology



2. Background and Methodology

2.1 Overview

A consultation and communications group was set up to oversee the consultation process. This group included council officers, education providers and our independent parent representative partners, EPIC.

A Scrutiny working group was established prior to consultation to provide support and challenge. In particular, it sought assurance that a high quality consultation would be carried out, and Consultation & Engagement colleagues therefore provided close support.

The consultation gave regard to the four best practice standards in consultation:

1. **We involved people at the earliest stage**, and when it became apparent that the feedback received warranted closer consideration we postponed the intended September 2016 introduction of changes to September 2017 in order to give full regard to that feedback.
2. **Engagement was meaningful and honest**, meaning that families were able to influence the outcome of the consultation and meaningfully shape the resulting changes
3. **We made it easy for families to take part**: we sent consultation

questionnaires and SAE's to all families with children in Year 7 & above who were receiving transport; we made the consultation available on-line; we took steps to contact by phone every family in years 9, 10 and 11 as the ones for whom post-16 education was closest to hand. We also had a number of face-to-face meetings at drop-ins set up for the consultation.

4. **We have kept people up to date** following consultation through updates on our website and briefings to key colleagues for dissemination among families. It is acknowledged, however, that there has been a longer period than expected when there has been nothing new to report whilst we reworked our proposals in line with feedback from families, and we're now keen to provide families with a clear position.



The consultation sought the views of parents/carers of 813 young people, including all 792 young people in Year 7 or above currently in receipt of transport assistance at the time.

In total the parents/carers of 334 young people responded through 429 different meaningful interactions, with a number of families engaging in the consultation more than once.

In total, 41% of families in the consultation group meaningfully engaged with the consultation at least once

2.2 Questionnaire



The consultation questionnaire, along with a prepaid return envelope, was sent to 773 families of 792 young people. The questionnaire was also made available to complete online.

228 questionnaires were received. 162 were returned by post and 67 submitted online.

2.3 Phone calls

In line with a recommendation by the Scrutiny Working Group we called all families of the 312 young people in years 9, 10 and 11 who would be the first to move to new arrangements. We had conversations with 100 of those families.

2.4 Consultation events

14 consultation events were held for parents and carers at various times and locations across the city.

This included two day long drop-in sessions at Leeds Civic Hall, eight consultation events at SILC schools, two evening consultation events for parents/carers of young people at Leeds City College and two events run by EPIC.

Through these events we spoke to the parents/carers of 100 young people.

2.5 Young people

The views of young people with SEND were appropriately secured through group discussions by colleagues in the Voice and Influence team.

A total of 88 young people were consulted through 8 consultation settings and a separate report is available.¹



2.6 Agency consultees

A range of internal and external agencies, partners and stakeholders received communication about the consultation

¹ Appendix 2 – Consultation summary for young people

and/or were directly consulted for views, including:

- Complex Needs Partnership Board
- Leaders of specialist learning settings
- Benefits team
- Children's Scrutiny Working Group
- SENDIASS
- Passenger Transport
- Complex Needs Service
- SENSAP
- EPIC
- Leeds ABC
- SCOPE
- Adult Social Care
- BARCA Leeds
- Key Elected Members

2.7 Follow up consultation

Following initial consultation the proposals were developed to reflect the feedback received from families and stakeholders. In April 2017 a variety of stakeholder, including parent representatives, were consulted through the Complex Needs Partnership Board and an additional dedicated consultation session.

An infographic summarising the key consultation activities in numbers is included overleaf:

Post-16 SEND Transport consultation in numbers



14 Face-to-face consultation events

with parents/
carers of
100
young people



Meaningful engagement with parents/carers of



334
young people
...or 41% of all those consulted

228

completed questionnaires returned

461 Page views



Consultation document downloaded



76
times



Total consultation group size



813



■ Paper (69.74%) ■ Online (30.26%)

Appropriately secured the views of

88

young people with SEND across

8

consultation settings



We wrote to the parents/carers of



792
young people

We called parents/carers of



312
young people

....and spoke to **100**

Engaged with

22

Professionals representing

18

Partners Agencies Forums

Including....

LCC Complex Needs Board
EPIC Leeds

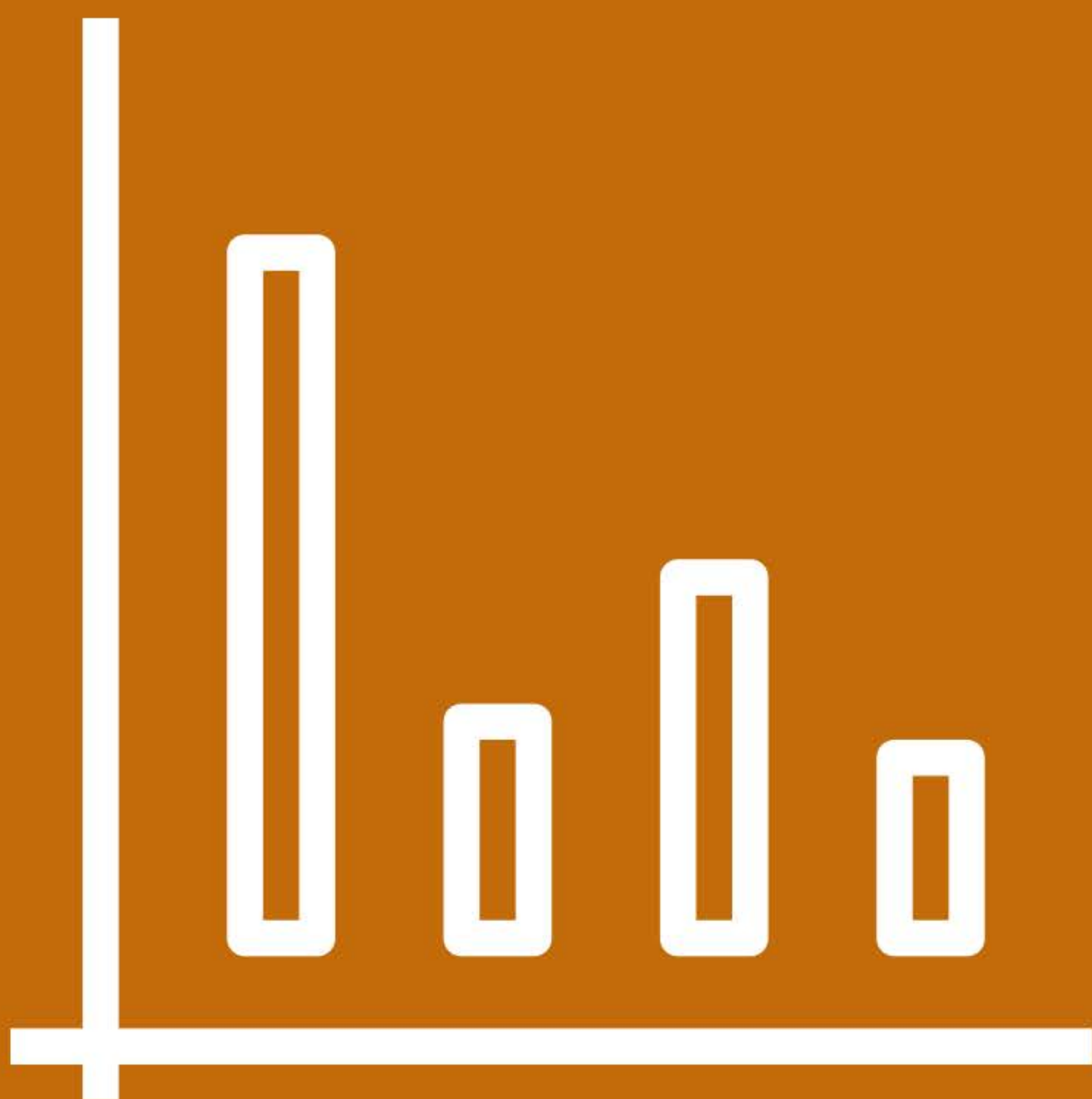
Leeds ABC

LCC Scrutiny Working Group
Leeds Centre for Integrated Living

Families and Stakeholder Feedback:



Quantitative and Qualitative Findings



3. Quantitative findings

3.1 Preferred option

Parents/Carers were asked to preference one of three options (detailed in the executive summary). The results of those who expressed a preference are:

Option 1

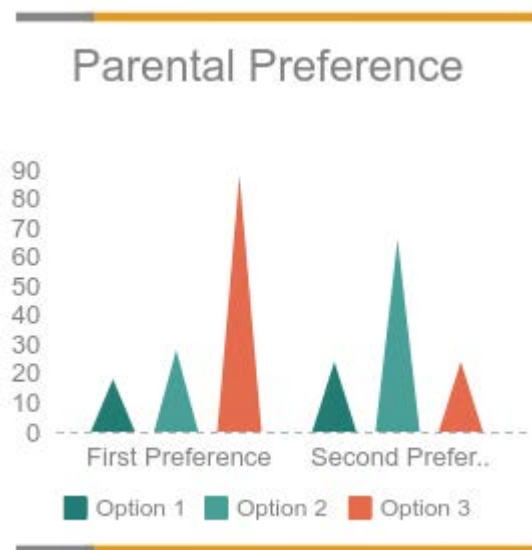
1st preference for 18 people
2nd preference for 24 people

Option 2

1st Preference for 28 people
2nd preference for 66 people

Option 3

1st preference for 88 people



2nd preference for 24 people

Almost 50% of consultees who responded did not order their preference or express

any preference at all. 12 respondents 'ticked' option 1 but no other preference. 11 selected option 2 only and 31 selected option 3 only.

3.2 Current arrangements

100% of respondents were parents/carers of a child currently in receipt of transport assistance.

64% of respondents' children currently travel to school in a council or private hire shared vehicle.

Less than 1% of children are driven to school by a parent/carers, family member or friend.

The remaining families answered that their child travels in a private/shared taxi or 'other' means.

3.5 Which of the following describes your family situation at the moment?

69% of respondents were a two parent family and 27% stated they were a one parent family.

44% of the respondents' children have a social worker and 5% of respondents have their own social worker.

4% of respondents left this section blank.

3.6 Which of the following best describes your travel situation at the moment?

46% of families stated that at least one member of the household drives and has regular access to a car.

13% of families stated that at least one member of the household drives but has no regular access to a car.

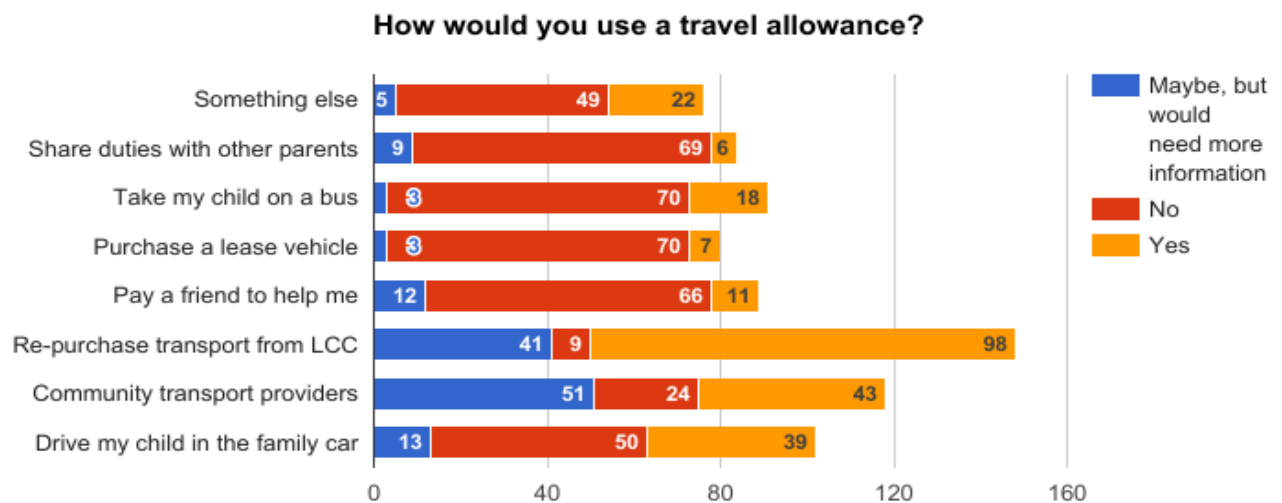
14.5% of families stated that no members of the household drive.

8% of families stated that they could not

make travel arrangements due to a disability.

3.7 How would you use a transport allowance?

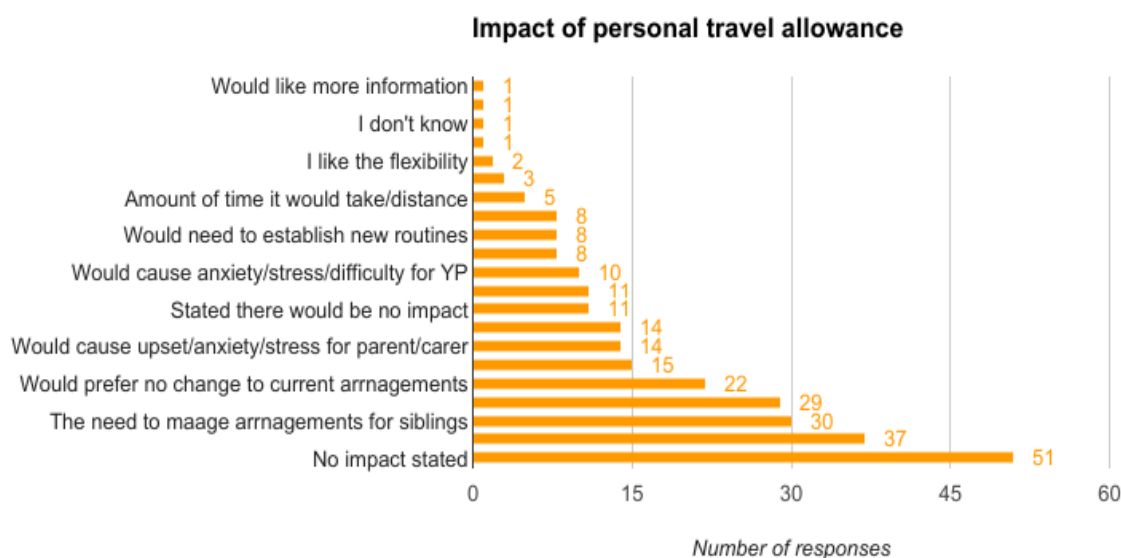
The numbers in the table below indicate actual numbers rather than percentages:



4. Qualitative findings

4.1 What parents told us

We asked families to tell us what impact it would have, and why, if we provided a personal travel allowance in one of the ways proposed in the consultation. The responses were grouped into broad themes and are detailed below:



4.2 What other agencies and stakeholders told us

The themes that emerged most often in conversations with other agencies and stakeholders are:

- Broad support for preparing young people for independence
- Consideration should be given to those children and young people who travel to placements out-of-authority
- Consideration should be given to families without the capacity to make their own travel arrangements.
- Financial impact on families and parental anxiety
- Consideration should be given to an option to use PTAs as a contribution towards repurchasing transport from Leeds City Council and/or community transport providers.
- Changes must be appropriately phased to minimise the impact of those first to move to any new arrangements.
- There is no 'no change' option.

- We should consider options to combine the banded and mileage allowance proposals.
- The need for clarity around banding as there is a risk families overestimate the level of support they will receive. Consequently, there is too much risk of parents not being able to make fully informed choices with the banded allowance.

Learning gained through feedback from other agencies, stakeholders and research also included:

- A mileage allowance is clearer and ensures families would know exactly what their PTA will be when making post-16 choices.
- The policy is not in line with other local authorities which usually limit assistance to 3 years of post-16 assistance.
- Anticipate that many families would benefit from increased control and be happy to have choices.
- Need to consider what support would be offered to families making their own arrangements.
- Possible impact on parents balancing transport needs with work/transport of other siblings.
- Difficulty in predicting level of service need from one year to the next.
- Potential that some options do not take into account individual learners needs.

- Possibility that children might opt-out of post-16 education.
- Possibility that better post-16 choices might be made, there is a risk that some children continue attending the same setting at post-16 in order to avoid change.

4.3 What children and young people told us

The Voice and Influence team arranged to appropriately consult with young people to learn what the most important aspects of their journey are to and from school.

88 young people were consulted and these parents are included to assist parents and others in developing appropriate arrangements in future.

Young people identified the following factors as the most important aspects of their journeys:

- **‘Feeling safe’** was identified by 54 young people.
- **‘Being on time’** was identified by 45 young people
- **‘Travelling with people I know and trust’** was identified by 33 young people
- **‘Travelling with/around people who are friendly, helpful and nice to me’** was identified by 33 children.
- **‘Feeling confident on my own’** was identified by 32 young people
- A **‘short journey time’** was identified by 23 young people

- 19 young people stated that **'travelling at the same times/routes every day'** was one of the most important aspects of their journeys.

What you told us - And our response



5. What we were told – and our response

5.1 Conclusions from the feedback

The option most chosen by those families indicating a first preference was option 3 (a banded PTA) followed by option 2 (a mileage allowance). Option 1 (monetary equivalent or one or two bus passes) is, by a significant margin, the least preferred option.

The ‘banding’ models needed additional explanation during drop-in meetings, telling us that it lacked simplicity and clarity. Additionally, responses from stakeholders indicated that with regards to option 3 there is a risk that families may overestimate the ‘band’ in which their child falls and therefore the level of support they would receive.

Stakeholders encouraged us to examine whether it was possible to explore opportunities to develop the proposals in such a way that the new offer would fairly balance journey distance with young people’s needs.

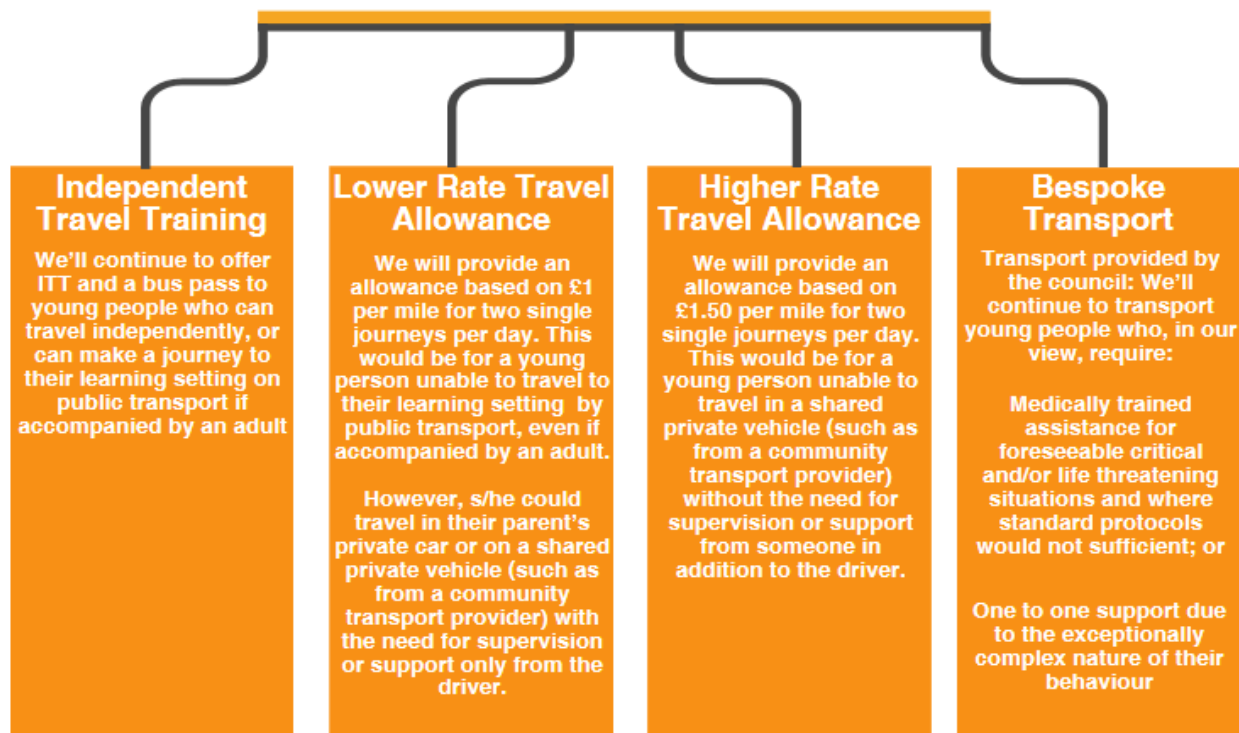
We therefore developed a ‘blended’ model that combined the models based on distance and bandings, to create a lower and an upper allowance.

It was important that key issues identified and raised by families, children, agencies and other stakeholders were fully considered during the development of new transport arrangements for post-16 students with SEND. We were asked to:

- Promote preparation of young people towards independence in a restorative way.
- Promote journeys in which children and young people feel safe.
- Give regard to those children and young people with the highest level of need and/or travelling to out of area placements.
- Provide appropriate support to minimise the barriers to families making their own arrangements and families who are unable to make their own arrangements.

5.2 Development of the offer

As a result of the feedback from families and stakeholders, we have developed the following offer:



In addition to the revised offer, significant consideration was given to the key issues raised by families and stakeholders. Our response to those issues, and the activities and solutions that will support families, are captured here.

5.3 Scrutiny working group

A Scrutiny Working Group was established, which provided challenge & support, much of which was similar to the views shared by families and other stakeholders.

In response to that feedback we factored into our revised modelling the need for, and possibility of, continuing to provide transport for young people with the most complex needs. The provision of continued transport for young people with highest

needs has now been included in the recommended proposals. Using the current cohort as a baseline, it is anticipated that about 12 young people in each cohort would continue to be transported by the council.

We were also asked to consider families with limited resources or skills to make their own arrangements. Amongst those who responded over two thirds were two-parent families and nearly two thirds were in households with at least one driver, so we know there is a lot of opportunity for families to make arrangements.

However, we will work to stimulate the community transport market, to help families find their own solutions, and a member of staff will help to support

families in establishing new routines in a new environment.

We will also make more support available to families to manage their personal allowances, through our partner agencies that help families to manage personal budgets.

Consideration has also been given to parents who may have challenges in juggling conflicting work, social and transport priorities. In common with the children's transport policy for statutory age children, and other policies nationally, our policy has always been that it is a parent's responsibility to manage differing priorities to ensure their child attends learning; it is not intended to provide transport as way of supporting families to fulfil other child care, social or employment priorities.

There will continue to be an appeals process available to parents of young people with SEND, with an independent appeals panel holding the authority to exercise discretion in the type of transport assistance to be made available.

The working group asked that consideration be given to the risk of increasing the number of young people not in education or training as a possible result of the changes.

So, in addition to analysing family circumstances and preparing support for the management of personal allowances,

we also analysed the type of journeys being made by young people in terms of journey length. We did this as we believe that longer journeys are likely to be amongst the hardest to manage independently. We found that the vast majority of journeys (80%) were less than 10 miles, with nearly 20% being less than three miles.

We also found that young people were being transported to 14 different 'out of authority' settings'. In this respect, we received feedback from other agencies that there are frequent examples of young people making long journeys and spending a lot of time travelling when there were good alternatives available much more locally. It was reported that there are times when better learning outcomes could be achieved if different learning choices were made upon transition to post-16 education.

At this age there is an opportunity for young people to move on from a setting they have been attending for a long time, sometimes for ten years, and start to become more independent. Leeds City College, for example, tell us that they can meet the needs of any young person with SEND. The aspirations of the college for the promotion of independence are just like the council's, with an increasing focus on the provision of courses such as supported internships that increase employability. We expect, therefore, that changes to the transport offer, whilst ensuring that families continue to have choice, will also increase the number of young people with SEND

being 'stretched' with new challenges more locally or more central to Leeds. We believe there will be better choices made leading to better outcomes, and that young people will endure shorter journey times and less waiting around.

In keeping with feedback from elsewhere, the working group also asked that we think carefully about young people with the highest needs. We will continue to transport those young people who we think have the highest transport needs.

5.4 Practical arrangements

Some families told us about the impact the original proposals would have in terms of managing change and handling practical arrangements.

As mentioned earlier in this report, advice and support will also be available to mitigate any issues arising for those families who are first to transfer to personal transport allowances. A member of staff will be deployed in advance of implementation to help identify solutions for families to adopt and we expect that good examples of frequently adopted solutions will emerge. We will additionally be exploring options to provide support through extending the commissioning of support services that work with families to manage personal budgets and direct payments in other areas of life.

5.5 Worry about change

As can be expected in any consultation concerning change to existing services, we had feedback about the worry, anxiety or stress that change would cause.

Approximately 25 people told us that this would be the case and we believe this refers to worries about managing change and/or worries about the suitability of transport solutions following change.

The purpose of empowering parents and children is to give them independence, but worry about the unknown is a cause of resistance to change. Establishing routines can be difficult to start with but we are confident that families and young people will be able to adapt to change with the additional support we are putting in place.

The new offer will be phased appropriately to ensure that no young person is unprepared without sufficient time to plan, make arrangements and work establishing new routines. The offer will be implemented for young people newly entering post-16 education in September 2018. All young people already in post-16 education at that point will continue on the current offer, except in a small number of cases where reassessment is required due to a change in circumstances.

This will prevent change occurring during a school phase, and will instead take place at a natural change/transition point which can

be planned ahead for. Our aspiration is to have increasingly earlier post-16 conversation with families and young people, in year 9 or 10. Transport will form part of these discussions so families are fully informed of the likely level of support they will receive when making post-16 choices.



The change process will be regularly reviewed and monitored by the Council staff, and advice and support will be available through a member of staff focussed on implementing the transition to new practices.

5.6 Influence on post-16 choices

Some parents and colleagues told us the changes could have an impact on post-16 choices, either in terms of reducing the likelihood of participating in post-16 education or what choice would be made about the preferred setting. A small number

of other families said their child's attendance at settings outside Leeds should be considered.

The aspirations for SEND services in Leeds are set out in the Leeds SEND Strategy 2014 – 2017'. These aspirations include the opportunity whenever possible for children and young people with SEND to be educated as close to home as possible, in order to foster and maintain strong supportive networks within their own communities that continue beyond their school years into adulthood.

A Children's Services Scrutiny Board inquiry (23 Feb, 2017) into support for young people with SEND was told, however, that across all the settings visited, young people are travelling from across the city to attend their school or SILC.

Leeds City Council will continue to promote choice in education and continue to contribute to the cost of transporting eligible young people to Post-16 learning settings. In the current cohort of around 280 post-16 young people, a very small number, 13 (5%), chose settings that are more than 15 miles away. Over 220 (80%) chose settings less than ten miles from home, including just 52 who chose a setting less than three miles from home. It is anticipated that the stimulus given to promoting greater independence will increase the number choosing more local settings. However, because the Travel Allowances do increase with distance we

will continue to support choice and attendance at settings that are further from home.

By ensuring that transport conversations take place at a much earlier age as part of the EHCP review process it will help families to establish realistic expectations of the likely travel assistance they will receive, and include this in their decision-making.

5.7 Cost

A small number of families highlighted concerns about the cost of making their own arrangements.

We know that the majority of families are in households where there is a driver and the travel allowances will help with the associated cost of driving a child to school or college. It is the case that the majority of young people would not need additional assistance if families made their own arrangements in this way.

In households where there is a child with higher needs there is an entitlement to mobility allowances, with the Higher Rate Mobility Component currently amounting to approximately £3,016 per year, which can be exchanged for a Motability vehicle.

The Motability Scheme supports families with the purchase of vehicles, including:

- Liaising with dealers to arrange payments directly from DWP
- Provision of vehicles including all breakdown, servicing and insurance included in the price
- Assisting with securing adapted and wheelchair accessible vehicles
- The possibility of grants for adapting vehicles, driving lessons, etc, depending on family/individual circumstances.

Additional financial support is available to eligible learners through the provision of the 16-19 Bursary Funds. This support is available to help overcome specific barriers to participation, including transport costs. Learners aged 16-25 with an EHCP who are in receipt of Employment and Support Allowance or Universal Credit and Disability Living or Personal Independence Payments are eligible for up to £1,200 p.a. through these bursaries, which are drawn down directly by the learning settings.

There is also a 'discretionary' bursary fund available through learning settings that young people with an EHCP may be eligible for. With this fund, learning settings set their own eligibility criteria with no upper limit for the amount of bursary that can be awarded as long as the setting stays within their overall budget. The Education Funding Agency promotes consideration of low income and wider family circumstances as factors for post-16 settings to consider when assessing applications for these additional funds.

Up to £1200 available through the 16-19 bursary fund



Assuming a typical journey length of 6 miles, the upper rate travel allowance being proposed would equate to approximately £2,052 per year for a young person attending Leeds City College three days per week, in addition to mobility allowances and/or 16-19 bursary funds.

Other help is available through the English National Concessionary Travel Scheme. This offers free off-peak bus travel in West Yorkshire (peak and off-peak for blind people), and an additional pass for for a companion needed to assist with public travel. This pass is transferable between anybody who provides support when using public transport.

We were told that disabled people and advocacy groups have frequently raised concerns that taxis and private hire vehicles charge more to carry wheelchair users,

which has been a barrier to independence. With effect from April 6th 2017, taxi and private hire vehicle drivers with accessible vehicles will be obliged by law to:

- Transport wheelchair users in their wheelchair
- Provide passengers in wheelchairs with appropriate assistance
- Charge wheelchair users the same as non-wheelchair users.

It is expected that these changes will add further choice and flexibility for some families, as part of their travel options. The most recent information available to us (July 2015) indicates that of 537 licensed vehicles in Leeds, 276 of those were wheelchair accessible, and we expect these figures to continually improve.

The travel allowances proposed recognise the additional costs incurred over longer distances, being linked to the distance from a young person's home to the learning setting.

This will therefore continue to facilitate broad choices. In terms of the amount of time spent travelling, there is no reason to believe that journey times would be lengthened as a result of families making their own arrangements; in many cases greater personal control over arrangements will reduce journey times and we also think that more young people will choose settings nearer to home.

5.8 Statutory school age

There were a small number of comments concerning the view that as the statutory school age had been raised to 18, the provision of transport should be similarly raised.

The age of participation in education has been extended to 18 whereby young people must stay in full-time education, start an apprenticeship or traineeship, work or volunteer (for 20 hours or more a week) while in P/T education or training. The provision of discretionary Travel Allowances will help eligible young people to continue in post-16 education by contributing to travel costs.

5.9 Needs-based assistance

Feedback was received to the effect that assistance should be based on need rather than on the funding available. The proposals represent an excellent opportunity to support the work of other service areas in being consistent in promoting greater independence on transition to adulthood and reducing dependency upon the council. Continuing to provide transport during post-16 education would continue to reduce the possibility of achieving greater independence, reduce outcomes and therefore be counter-productive.

As highlighted elsewhere, however, transport will continue to be provided for young people with the very highest needs.

5.10 Children and young people

Children and young people overwhelmingly told us that the following themes were the most important aspects of their journeys:

- Feeling safe and travelling with people I trust
- Short journeys that allow me to arrive on time
- Consistent routines
- Developing independence and confidence

These views will help to shape the the transport arrangements we will help families to make.

Families will now have more control over the transport solutions they put in place. In doing so, they will have increased flexibility to tailor their child's journey plans. Whilst the council has limited flexibility in the travel assistance we can offer families, every family in receipt of a PTA has the opportunity to use it to develop new routines that capture the aspects of travelling that are most important to their child.

From group discussions young people frequently shared that they had not been involved / had a choice in making transport arrangements. Where appropriate,

families will now be able to increasingly involve their children in choosing the transport that best suits them in preparation for attaining more independence through post-16 learning and into adulthood.

We would like your views on the following three options.

ONE of these options will be recommended to Leeds City Council's executive board later this year.

Assistance with transport will always be assessed in line with the Children's Transport policy. The policy is available on the Children's Transport webpages and you are advised to consult it.

Option 1

Travel pass equivalent allowance

A flat rate Personal Transport Allowance equivalent to the annual cost of a suitable Metro card for every eligible student. The equivalent cost of an Adult Metro card for students assessed by us as needing the assistance of an adult to reach his/her learning setting would be added.

The actual Transport Allowance awarded would therefore be approximately **£600 per year** or **£1,600 per year** depending on whether your son/daughter would need an adult's help to get to school or college.

NOTE: You would not need to use your Transport Allowance to buy Metro card/s if you don't want to - it would be entirely up to you and your son/daughter to choose how to use it.

OR

Option 2

Mileage allowance

A flat rate allowance based on the mileage from home to school or college and back again for each day of attendance. This would be paid at the equivalent rate of £1 per mile for one outward journey before lessons and a journey home again at the end of lessons.

Example:

If it is five miles to a young person's learning setting (as measured by us) you would receive £5 for one journey prior to lessons starting **PLUS** £5 for one journey home again after lessons.

NOTE: You would not be expected to drive or submit mileage claims, as it would be entirely up to you and your son/daughter to choose how best to use the mileage allowance.

OR

Option 3

A banded transport allowance

A Personal Transport Allowance that is linked to the level of a student's transport needs as assessed by us. Upon receipt of your application for transport assistance one of our transport assessors will determine which band of allowance you will be offered. Regardless of which band of allowance a student was awarded, it would be entirely up to you and your son/daughter to choose how to use it. The different banding levels are described overleaf in 'Option 3 - Band Descriptions'

The following bands would be awarded subject to meeting the relevant eligibility criteria set out in the policy and subject to an assessment by Children's Transport.

Band A: £600 per year (typical)

A young person who is able to travel on public transport independently.

Band B: £1,600 per year (typical)

A young person who is able to travel on public transport with supervision.

Band C:

£2,280 per year for students attending five days per week / approx. £12.00 per day

A young person who is unable to travel by public transport from home to school or college and back safely even if accompanied by an adult **and**:

- Whose physical difficulty means they cannot reasonably walk to and from school or college; **or**
- Whose learning difficulty or behaviour means that they cannot reasonably walk to and from school or college

But they can travel with other students in a vehicle (e.g. a car or minibus) with the need for supervision or assistance **only** from the driver of the vehicle.

BAND D:

£2,755 per year for students attending five days per week / approx. £14.50 per day

A young person who, in addition to meeting the criteria set out in Band C, is assessed:

- As able to travel with other students in a vehicle (e.g. a car or minibus) but requires **supervision by an adult in addition to the driver**. This is to mitigate the risk of the young person causing harm to themselves or others whilst using the service.

BAND E:

£4,180 per year for students attending five days per week / approx. £22.00 per day

A young person who in addition to meeting the criteria set out in Band D also requires:

- Medically trained assistance in critical and life threatening situations where standard protocols are not sufficient; or
- One to one support due to the complex nature of their behaviour.

In exceptional circumstances, further evidence maybe required from a medical practitioner.

We really enjoyed coming to speak to your class / group.

We wanted to tell you a bit about what we learnt and how we are going to use this information

Who did we talk to?

- We visited 7 different schools.
- We spoke to 88 young people in total (from Year 8 - Post 16)



What did we learn about your journeys to and from school?

- The most popular form of transport used by young people to travel to school is minibus, followed by a public bus and then a taxi.
- Travelling by **public bus** makes young people feel independent, they enjoy the peace and quiet and being with friends but they do not like it when buses are late and unreliable and some feel anxious about other people's behaviour towards them.
- Lots of young people enjoy travelling by **minibus** because they like travelling with the same people and said it feels safe. The main reason young people do not like travelling by minibus was that it is too noisy and can take a long time.
- Feeling safe and talking to the driver are the top reasons young people said they enjoy travelling by **taxi**, but some young people said they do not like it when they are late.
- Young people who travel with an **escort / passenger** assistant on taxis / minibus said they liked how friendly and helpful they are, however they were less keen on the noise and travelling with other people.
- Having someone to talk to, build your confidence and help you be independent were the top reasons young people gave for liking travelling with their **buddy** on public transport/ walking with them. Young people gave very few examples of why they didn't like travelling with a buddy.
- The main reasons young people enjoyed **walking** to school were that they enjoy the peace and quiet or walking with friends, but they are less keen on walking in bad weather.
- Some young people are **taken to school by their parents/ carers** and they like this because they feel safe, get to have a chat and listen to the radio, but several young people said they would prefer to travel by themselves.



What are the top five things that are most important to you about your journey?

1. Feeling safe
2. Being on time
3. Travelling with people I know and trust



4. Travelling with /around people who are friendly, helpful and nice to me.

5. Feeling confident on my own

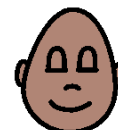
Who have we shared these findings been shared?

- The Passenger Transport team have used this information to rewrite the contract for minibus and taxi suppliers. All service providers are now asked to become child friendly Leeds Ambassadors and address the issues young people said are most important in the following ways.



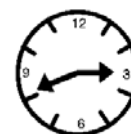
1. Feeling safe:

- a. People should always feel safe on transport. Our new contract with our suppliers addresses the safety from the point of view of those using the service, those working on the contract and members of the public who may come into contact with this service. If service users (or their representatives) don't feel safe, they should let us know. They can do this by contacting us in the following ways:
 - i. Telephone 0113 378 1820 (then choose option 1)
 - ii. Email csd.passengers@leeds.gov.uk



2. Being on time:

- a. We've asked all of our suppliers to make an extra effort to get to their pick up points on time. We've got performance criteria in the contract that monitors pick up times. If suppliers don't meet these criteria, we can take action against the supplier.
- b. We live in a busy city, sometimes it isn't possible to get to places on time as planned. So, when things do go wrong, we're asking our suppliers to tell people that they're running late. We expect that suppliers will send text messages to let people know that they're late and when they expect to get to their pick up.



3. Travelling with people I know and trust

- a. We've asked that bus drivers on regular routes complete a driver profile that is to be shared with passengers prior to commencing a run whenever possible. This will include a photograph, their name and a small biography / pen picture about them. We're asking drivers to do this so that those transported by them will be able to get to know and trust them more easily.
- b. To help passengers know and trust their drivers, we've also asked that whenever possible the same driver and passenger assistant work on the bus.



4. Traveling with / around people who are helpful and nice to me

- a. All our minibus drivers must pass a Minibus Driver Assessment, our Passenger Assistants must pass the Passenger Assistant Training Scheme (PATS). Staff working on these vehicles also need to go through Leeds City Council's safeguarding training. Further appropriate training directly relating to caring those we transport is also delivered regularly to our staff.
- b. We've also insisted that all suppliers work to Leeds City Council's customer care standards.



5. Feeling confident on my own

- a. We continue to promote and assist people who want to travel independently. We've successfully trained over 600 people to use public transport to travel independently to schools, colleges and day services.



Those that go through the scheme and learn to travel independently often report that they are feel more confident as a result of graduating from our training scheme.

- Passenger Transport (supported by the Voice and Influence Team) worked with 6 young people from Broomfield SILC in the tender evaluation of the Travel Buddies Contract. This involved young people describing qualities and skills a good “buddy” would have and then meeting organisations who were bidding for the contract to provide buddies and assess whether their buddies have the skills they think they need –their feedback influenced the decision about which provider won the contract.
- The supplier who is providing the travel Buddies Contract will be asked to establish a way to regularly meet with young people who use buddies and get their feedback on what could be improved e.g. set up an advisory group.
- Voice and Influence Team have worked with the Passenger Transport team to use your feedback to develop a downloadable information sheet for young people and families which is now available on their website and the local offer website. The information sheet includes your views on different transport arrangements and what you said is most important about your journey to and from school and contact details. INSERT LINKS
- The full report including all of your individual comments was shared in October 2016 with the Post 16 SEND Transport Consultation Working Group.
- The full report will also be included in the Executive report that will be presented to the Leeds City Council Executive Board in July 2017.

