

Appendix Four: Summary of consultation feedback and responses from the service

Q: What other information would help clarify eligibility for travel assistance and the journey to school or college?				
Comment	Covered in Policy	If Yes, Section	Action required	Response
How do you make a full assessment of the young person's needs?	Yes	3.5	No	This is addressed in section 3.5.
Decision making are easier making by authorities but parents, carers who are involved with the special needs children/ young people lives suffers. They needs to provide travel according to their needs. Thank you.	Yes	Whole	No	Feedback noted, thank you.
Better point of communication and breakfast and afterschool club should be offered each time as standard and also to accommodate if the child has a sleep over.	Yes	3.8	No	New liaison officers are being recruited. Breakfast/ afterschool clubs are assessed but not practicable in all instance. Sleepover is also outside logistical possibilities.
A clear list or criteria.	Yes	1.8	Yes	Easy read guides
Where do I get an application from? Who makes the assessment? When does it take place? How long does it take to complete?	Yes	2	Yes	Add a small section about who makes the decisions about applications in Section 2 & 3.5.
Enough Information has been provided	N/A	-	No	-
If someone with Special Needs / Additional Needs is already attending Special School (rather than mainstream) and the family have applied for Special Transport / School Bus, then unless the family specify otherwise, the student should be allowed to continue Special Transport as long they carry on in educational setting. There is a reason the child has not been able to go to mainstream - the changes in routine, sensory disruption, etc causes them anxiety and distress and to be honest, having a Travel Buddy to take them on busy buses during rush hour / school times does not help the child in the long run. They can access their education / curriculum best if they are settled at the start of the day, not agitated, and feeling exhausted right at the beginning. I think SEND transport should continue.	Yes	2.1	No	This is addressed by when we will require a new application. Clearly states if they are attending the same school, then transport will continue, unless needs, address or school changes.
Parents told about what travel services are available	Yes	3	No	This is addressed in Section 3.
I was actually hoping for a travel buddy, rather than the bus, if I am honest. I think that would be a much better scenario for my son, but he was given bus travel instead.	N/A	-	No	Operational issue please contact the Transport Team directly.
Lifelong disability such as autism and child being in special educational setting should be a determining criteria to make sure they have SEND Transport irrevocably	Yes	1	No	Comment does not conform with DfE guidance
Please provide clear instructions how this will affect children already travelling to the school with special services provided by you	Yes	1.8	Yes	Easy read guides
Factors such as likelihood to abscond en route to school should be taken into consideration	Yes	1.8	No	Not a part of DfE guidance
One of the reasons for our son requiring transport is sensory needs and mental health resulting in exhaustion, this is why he needs taxi part-time and can travel independent to part time. Not clear to me how mental health/autism related needs fit with eligibility criteria	No	-	Yes	Add mental health criteria in 'Exceptional circumstances'
Nothing	N/A	-	No	-
Notice to parents whenever the sudden change in the morning -(if possible)	N/A	-	No	New liaison officers are being recruited.
Is it harder to get into the same college with decided major	N/A	-	No	-
Before children used to me dropped off at the home door which was better and safer. Now for the past 3/4 years or more I believe, we have to pick my son up all the way from the car park and on the way back he doesn't enter home waits for long at the door.	Yes	3.2	No	Pick up/ drop off points are being reviewed
She will have to be transported as she doesn't have any sense of danger in travelling unsupervised.	N/A	-	No	Operational issue and will need to be discussed with the Transport Team
Lifelong disability or illness plus special school placement should mean, unless family object, SEND Transport all school terms	Yes	1	No	Comment does not conform with DfE guidance
Nothing	N/A	-	No	-
From brief view the policy hasn't, built in and been prepared for situations those Children with; Autism, Disruptive Behaviour Disorders (DBD) and other health problems such Wheelchair or Epilepsy etc.	Yes	-	No	Not a specific SEND travel policy. Individual circumstances are addressed in the Individual child's risk assessment.
Non comment	N/A	-	No	-
That it should be linked to a parent carer's needs assessment, as well as a young carer's needs assessment, and any subsequent support packages. If disabled children are expected to get to school without support from the LA, that means that there will be an increase in demand on parent carers, and young (sibling) carers.	N/A	-	No	DfE criteria only relates to child's needs, not parental, however all family circumstances are considered within the 'exceptional circumstances' considerations.
Being honest and consistent with information, being told different things.	N/A	-	No	Feedback noted, thank you.
Including short examples in which circumstances transport is granted. As well be clear in the very beginning that there are different eligibilities for SEND children (and it doesn't matter whether they have or don't have EHCP).	Yes	1	Yes	Is covered in policy. Easy Read guides to be published.

As well, I noticed distance explanation, but if route is deemed dangerous (i.e. through major road) than distance is irrelevant. Have I missed it?				
To support the child with behaviour.	N/A	-	No	-
Understanding how you can cater for a child refuser of assistance. They only want to go when they want and when I can persuade them.	N/A	-	No	Individual circumstances.
Parents often tell us the forms are too long and too confusing	N/A	-	No	Forms need to get the required information and therefore must be quite detailed. Easy Read guides to policy will be created.
References to the law relating to the decisions would be useful	Yes	7	No	Links to DfE guidance stated in policy.
Child's safety to and from school commute	N/A	-	No	Children's safety is our priority.
As a school member of staff, I understand documentation, but many of the families I work with do not. Much of the information is too wordy, many of the parents I work with have limited understanding or just get confused. The text needs to be simplified for them or they rely on school staff, friends or family to complete forms with them.	N/A	-	Yes	Easy read guides to be produced.
Better communication and when you get in contact with SEND department that everyone can help and not have to wait for a someone who is on annual leave	N/A	-	No	New liaison officers are being recruited.
No excuses are accepted people pay hundreds of pounds of council tax, so the government and local government have the duty to provide the service so don't give us any xxx excuse to make cuts for these children too	N/A	-	No	Feedback noted, thank you.
If they have a lifelong disability and are attending special school, unless the family otherwise states, the transport should be provided by council. Parents of disabled teens and children have enough problems and difficulties to worry about! Transport to school should NOT have to be one of them	Yes	1	No	Does not conform to DfE guidance, eligibility criteria details if there would be change.
A lot of schools have introduced a school safe street, this means transport cannot come near the school.	N/A	-	Yes	Part of LTN work and there is a SEND exemptions policy in place.
The exact criteria.	Yes	1	Yes	Easy read guides to be produced.
I would like to know if the office staff read the ridiculously long and biased application form?	No	-	Yes	Application form is being updated, for first quarter of new year. Current and new application just asks for information required to assess for eligibility using National criteria.
Where to get the policy and info	No	-	Yes	Advertise and website work.
Keep them safe	N/A	-	No	This is our priority.
Not sure where this may need to be inserted but need to highlight the importance of getting children to school on time so that they have a settled start to the day an no loss of curriculum time. Sometimes excuse of route pattern is given for persistent lateness. Also parents of school age children often say it is difficult to take child with SEND to school if different from siblings' schools.	N/A	-	No	Operational issue and feedback noted, thank you.
The eligibility criteria should be starting from 4 years. My xxx academic year is starting in September 2022 and xx is 4 years old but his application was rejected because the eligibility criteria is only for 5 years. That's not fair at all.	Yes	1.7	No	Comment does not conform with DfE guidance; but we will always consider eligibility if exceptional circumstances apply.
Better communication and being consistent and reliable.	N/A	-	No	New liaison officers are being recruited.

Are you happy with the move to encourage more environmentally friendly transport?				
Comment	Covered in Policy	If Yes, Page	Action required	Response
Yes, as long as any change in vehicle/method of travel has the appropriate support ie, social stories to help children with any changes, good communication about what this entails etc	N/A	-	Yes	Mention Social stories within Escort handbook for next academic year and train staff to use these.
Only if the provision needs the needs of the young person. The young person shouldn't be expected to meet the needs of Haringey.	Yes	1.2	No	Clearly outlines that the arrangements made will be done in the best interests of the child.
Is all about budgeting	N/A	-	No	Green friendly transport is more expensive than less green transport.
As long as the children are happy the environmentally friendly is a positive move. Electric vehicles etc are the way forward.	N/A	-	No	Feedback noted, thank you.
I care about the environment, however I think little pollution is taking place by a special bus shared by many students, as opposed to lots of taxis and cars, etc	N/A	-	No	Buses contribute to green agenda, even if they aren't green vehicles. Still has an environmental impact, so needs to be considered and contribute to Haringey's overall plan.
Special buses reduce the need for multiple taxis and give the children / teens a set routine	N/A	-	No	Buses contribute to green agenda, even if they aren't green vehicles. Still has an environmental impact, so needs to be considered and contribute to Haringey's overall plan.
Only for children who are capable of more independent travel.	Yes	3.3	No	Parameters for ITT and buddies outlined in policy.
Yes, in principle but if taxi is required then using a taxi company that has electric or hybrid vehicles would ensure environmentally friendly travel for those who need taxi. The current company uses hybrid and electric vehicles	N/A	-	No	This was the basis for procurement of vehicles for this year's contracts.

Is good to introduce the personal travel badge so that parents can decide more environmentally friendly way of transport because most of the parents I have spoken with are not happy their pickup and drop off point as parents find hazards.	N/A	-	Yes	Pick up/drop off points are being reviewed.
It is unclear what "environmentally friendly" transport is. If you want kids to cycle, you have to create infrastructure first.	Yes	1.2	No	Clarified in section 1.2.
1 fridge that's in the bin produced 4 cars worth of emissions plus you need to produce the electricity too where from and the batteries? Lithium so it's only a shift in the location of pollution scientists who are for sale crests fake theories and collect data accordingly to try and persuade people to go out and buy electric cars so no it's a joke!	No	-	No	Feedback noted, thank you.
It's not about the environment but saving Haringey money.	N/A	-	No	Green friendly transport is more expensive than less green transport.
If more parents drive their children to school with funding of personal budgets, then Haringey will not be greener	Yes	3.4	No	Budgets are to be used for all sorts of arrangements, not just driving allowances. Budgets will only be used where advantageous.

Q: Please give your views about the introduction of cut off times for applications to promote smooth running of transport services.				
Comment	Covered in Policy	If Yes, Page	Action required	Response
Yes, again, as long as this is clearly communicated to the people organising the travel and appropriate support is put in place.	N/A	-	No	New liaison officers are being recruited.
Cut-off dates OK if clearly communicated.	N/A	-	No	New liaison officers are being recruited.
There should be no cut off dates. A young person who needs transport to travel to school must be provided with transport regardless of what month of the academic year. It is Haringey's responsibility to ensure the student had transport.	Yes	2.2	No	Late applications will still receive transport; however interim or temporary solutions may need to be sought in the short term and reviewed as it is not always possible to reschedule bus routes at short notice and this delays other children's journeys.
Parents/ carers can be in difficulty situation that can cause late applicants and not service users have family support to come at timeline. I believe extra time is needed. Please don't forget most carers their break is when they in school. Thank you	N/A	-	No	Late applications will still receive transport; however interim or temporary solutions may need to be sought in the short term and reviewed as it is not always possible to reschedule bus routes at short notice and this delays other children's journeys
A cut off time is crucial for the smooth running, but at the same time it's the councils' other departments that cause the parents running in to delay, and late comers should definitely be cared for.	N/A	-	Yes	Consideration for operational issues within Haringey placements.
Cut off times are needed but what about in year school changes or tribunal decisions? They happen all year round. How will this be accommodated?	N/A	-	Yes	Clarify in 2.1 that any other time of the year is subject to the 30 days.
I understand the need for cut off times. Help needs to be given to families to help them complete the application in due time.	No	-	Yes	New liaison officers are being recruited. Different methods for applications being developed.
I believe cut-off times shouldn't be introduced due to needs that could develop after the application deadline	N/A	-	No	Late applications will still receive transport; however interim or temporary solutions may need to be sought in the short term and reviewed as it is not always possible to reschedule bus routes at short notice and this delays other children's journeys
I think this is a good idea, but to be implemented you need to advertise / promote the deadlines better and more effectively	N/A	-	No	New liaison officers are being recruited. The Local Offer and SEND newsletter will be used to support communication with families.
It is essential especially for young people with Autism to travel in cars as public transport is very difficult and they are so animated they cannot access the curriculum				Considerations regarding suitability of transport are made when applications are received. We have many autistic children who enjoy bus travel and we recognise individual circumstances vary.
There is nothing wrong with cut-off dates for application. The transport department needs the time to plan based on applications already received.	N/A	-	No	-
I can understand the need for a cut-off date, but sometimes in year changes are surely needed.	Yes	2.1	Yes	Clarify in 2.1 that any other time of the year is subject to the 30 days.
It's okay, needs to get advertised more prominently	No	-	No	New liaison officers are being recruited Liaise with comms about the cut off dates.
You haven't made it clear do we need to reapply for this service (special transportation) again each school year?	Yes	2.1	Yes	Add a line stating those whose circumstances won't change need not apply.
Late applications may be necessary if a child change school/is excluded from school. Timeliness are subject to change.	Yes	2.1	Yes	Clarify in 2.1 that any other time of the year is subject to the 30 days.
I agree to this bit flexibility must be given on certain exceptional circumstances.	Yes	2.1	Yes	Clarify in 2.1 that any other time of the year is subject to the 30 days.
I do not know whether I have to apply again for my son or whether the transport from this year will automatically carry over as he is staying in same placement. LA needs to communicate better with parents about forward plans to ensure that we don't inadvertently miss the cut off due to lack of clarity	Yes	2.1	Yes	Add a line stating those whose circumstances won't change need not apply.
Understandable, however make sure parents know what you are doing effectively and efficiently. Offer opportunities to communicate with parents.	N/A	-	No	New liaison officers are being recruited.
Isn't necessary to cut-off date	N/A	-	No	Operational constraints lead to huge inefficiencies.

				Passengers still get transport, but it can't be guaranteed on an established route for September and any interim arrangements will need to be reviewed.
To minimise disruption cut-off date is necessary	N/A	-	No	-
The transport service need working experience team because most people don't know what their job I am not happy with that	N/A	-	No	Feedback noted, thank you.
This has not taken into account if the Children with various health issues may be taking part in Sporting activities that are later than the usual times. Or if the parents or not available at have be staying with another guardian for a few hours until a later time.	N/A	-	No	This section does not apply to after school activities
I agree with the cut off dates for applications as this would make parents/careers organise themselves better and the services to be running smoothly.	N/A	-	No	-
This is unhelpful. A child's needs may worsen during the year. Families may be left without support if they can only apply once a year.	N/A	-	No	The policy allows for families to apply at different points during the year.
Fair enough	N/A	-	No	-
100% agreed. It was always frustrating to not receive anything until at least beginning of September about my sons escort etc. This will hopefully speed it up.	N/A	-	No	Reason as to why cut off time should be implemented.
More buses between 3 and 5 pm are needed, especially W3 is always overcrowded when children get off from schools.	N/A	-	No	Feedback noted, thank you.
I feel that it is stressful having to complete the same thing every year. I feel like there should be an option to allow you to update any information.	Yes	2.1	No	Requirement is for it not to be completed every year, just when circumstances change.
I agree but I would leave some flexibility for kids who have special need that can escalate and request additional help all of the sudden (Tourette's is one of these conditions)	Yes	2.1	No	Covered by policy
Yes, it's reasonable. But please add that if child moves school within academic year, they will be considered. It is particularly essential for SEND children.	Yes	2.1	Yes	Add note referring to section 2.1 criteria.
I have no problem with a cut-off date as long as it is made clear what these dates are	N/A	-	No	New liaison officers are being recruited There will be clear communication regarding cut-off dates.
I agree	N/A	-	No	-
That's ok	N/A	-	No	-
The service should be automatic as the school knows what children need the travel assistance. Or why not to simplify by asking to the parents if the child need a school bus.	N/A	-	No	Not practicable as eligibility wouldn't be considered.
This will help with the start of the school year when transport can be quite challenging	N/A	-	No	-
Ok	N/A	-	No	-
As Haringey don't follow timelines when assessing and issuing EHC plans, it's hardly fair that the children will miss out on accessing transport. Tribunals run all year too. I think it sounds quite discriminatory and potentially the LEA could be guilty of DD via this policy.	Yes	2.2	Yes	Review statement to include more details around exceptional circumstances.
We can apply or move all year round so send children will be discriminated due to this policy.	Yes	2.2	Yes	Clarify that this is for only the start of the school year.
Seems fine	N/A	-	No	-
I think this needs to be made particularly clear to service users who are in mainstream settings. As a special school we give out lots of reminders, however I have some families (usually those coming to us from mainstream or other settings) who submit late applications due to unclear communication or little support.	N/A	-	No	New liaison officers are being recruited There will be clear communication about cut-off dates.
I'm sorry if a child's disability is for life there shouldn't be a need to fill in a form every year this is pathetic	N/A	-	No	Not applicable to new policy
Definitely	N/A	-	No	-
This will not work for students who get a last minute placement into a school.	Yes	2.2	Yes	Develop on exceptional circumstances policy.
Each parent must be individually and specifically contacted to make them aware firstly, whether they have to reapply for transport, and secondly, to make them aware of the cut-off date for the application.	N/A	-	Yes	New liaison officers are being recruited There will be clear communication about cut-off dates
I agree, although there are will be the odd exception.	N/A	-	No	-
It's unfair. SEND children move at any point of the school year, why should they lose out on accessing transport due to a policy. Personally, I think its discrimination.	N/A	2.2	Yes	Clarify that this is for only the start of the school year.
This is irrelevant the transport was appalling the start of the academic year, like no other however we do expect teething problems at the start	N/A	-	No	Feedback noted, thank you.
Often times parents/carer's battle to get statemented and battle for assistance. Just when they believe they can exhale, another battle Transport. There needs to be a level flexibility. These children should not have to be forced to wait as I'm sure they would have been waiting	N/A	-	No	Feedback noted, thank you.
These need to be very clearly individually communicated to families	N/A	-	No	New liaison officers are being recruited There will be clear communication about cut-off dates.
Sometimes it's difficult to predict when a child will start in a new SEN school, it's not always beginning of academic year so the application process should not have a cut off time.	N/A	-	No	Operational constraints lead to huge inefficiencies. Passengers still get transport, but it can't be guaranteed on an established route for September and any interim arrangements will need to be reviewed

Understand the need for this. Need to enlist help of all schools to help parents to be reminded and to adhere to deadlines eg for child starting special school for first time and in particular for child in m/s moving to special. May need to state clearly apply for parents waiting panel/ Tribunal decisions?	N/A	-	Yes	Add clarity about panel/ tribunal decisions.
I believe that individuals should receive enough time to create a good application.	N/A	-	No	Feedback noted, thank you.
If my child circumstances have not changed from the previous. Why do I need to reapply every year?	-	-	No	Policy doesn't state this. Parents do not have to reapply every year, this was ceased in 2020.
I think this is a good idea. Obviously if there can be flexibility where possible even better.	N/A	-	No	Feedback noted, thank you.

Are you happy with the proposed inclusion of behaviour contract in the policy?				
Comment	Covered in Policy	If Yes, Section	Action required	Response
I find this addition challenging. I appreciate that everyone needs to be kept safe on transport however this emphasis on behaviour could make transport more stressful for some children, it might seem like a demand. It also feels like this part of the policy could be open to discrimination against children and young people using the service. I would suggest that maybe there needs to be more training for the people supporting the children and young people to manage behaviour effectively than putting the pressure on the children and young people to behave, when in some cases it may be beyond their control.	Yes	5.1	Yes	Specific section called 'For children and young people with SEND'. Rewording of section to be undertaken.
Does the young person enter into a behaviour contract? Staff must be trained to understand and support the behaviours of the students on transport in a positive way. This means training in understanding autism.	N/A	No	Yes	Staff are trained in understanding autism- and the staff Handbooks will be published on the Local Offer.
Behaviour issues are common in send children. Who decides if the child is misbehaving or struggling due to an unmet need.	Yes	5.1	No	PTS and other professionals.
Behaviour is communication. It's important that this is understood in the context of children's needs, and that children and families aren't disadvantaged by this.	N/A	-	Yes	Specific training will be given regarding autism awareness for escorts. Only extreme cases may result in withdrawal of transport.
It's a difficult one; in principle it is right for majority of kids but in case of SEND behaviour IS communication, so child's behaviour can be a manifestation of mistreatment by staff, feeling unwell, being anxious etc. You should include a statement that for SEND children the policy will be applied according to their EHCP or Support Plan.	N/A	-	Yes	Specific training will be given regarding autism awareness for escorts. Only extreme cases may result in withdrawal of transport.
Some kids needs are different and have different needs and some kids can lash out if frustrated, so I think it's important to have the correct support and information for the kids, they travel on the SEND transport as public transport can become overwhelming so services need to ensure the kids are able to travel for education	N/A	-	Yes	Rewording of section.
What training will you be using?	N/A	-	No	Escort Handbook to be published on The Local Offer.
It is not the fault of severely disabled and highly vulnerable young people if they become distressed during hour long bus rides. The journeys should be shorter, no more than 30 minutes.	N/A	-	No	Against DfE guidance for journey times but wherever possible journey times are minimised and we actively try to reduce length of journeys.
Not happy but understand there has to be some restrictions	N/A	-	No	-
I agree with principle but 'behaviour contract' implies child's poor behaviour rather than expression of their particular need e.g. response to change. Agree plan is essential - could it be called something else - e.g. safe travel plan	N/A	-	Yes	Rewording of section.

Q: In your opinion does the policy support and promote young people to become independent travellers?				
Comment	Covered in Policy	If Yes, Page	Action required	Response
Very few young people with autism and learning difficulties would be able to travel independently on public transport. Haringey should be looking for more sustainable and environmentally friendly ways of transporting young people. If Haringey Council are promoting public transport, why do I see Homes for Haringey vans driving around the borough every day?	N/A	-	No	Not relevant to policy consultation but feedback noted.
Every kid's circumstance is not the same.	Yes	1.3	No	Covered in wording of section.
Only where this is an identified goal. Also, there will need to be an accompanying piece of work to ensure that TfL staff are equipped to support disabled children and parents to use transport. Too many buses don't enforce the rule that buggies must be moved or collapsed for people who use wheelchairs. This could result in children missing school or being late for school because they can't get on transport. E.g. railway stations don't have lifts or staff don't bring ramps.	N/A	-	No	TfL processes are outside of the remit of this policy.
Not always applicable. I don't want ideas being put to my son that are not suitable to him.	Yes	1.3	No	Covered in wording of section.
It's the governments duty as a social government if they need more money they can tax the rich more rather than take it out on children with special needs do no don't ask this question to be clever!	N/A	-	No	Feedback noted, thank you.
Air conditioning, windows open new buses and escorts to engage with our children and parents,	N/A	-	No	Incentivised in new contracts.

The amount of SEND children who would be able to travel independently is very small. More investment should be made in providing escorts on public transportation to make Haringey greener.	Yes	3	No	The Council is committed to support children who can travel independently to do this.
Yes, some children who are older/secondary school need independence like maybe parents/carer not needing to be physically present to collect from the van in front of the house as long as the parent is at home. Or waiting on their own for pick up in front of their house. Gives them help to be independent and boost self-esteem.	N/A	-	No	Feedback noted, thank you.
Lots of options given which build on work in school about road safety, how to move about on school trips etc.	N/A	-	No	The Council is committed to support children who can travel independently to do this.

Q: Is there anything you feel we have missed, or could improve on?				
Comment	Covered in Policy	If Yes, Page	Action required	Response
Communication, parents/carers should not have to be constantly calling the service to check things have been implemented. There should be an easier way to make small changes without having to reapply for the service.	N/A	-	Yes	New liaison officers are being recruited New application procedure.
It is very disappointing that Haringey Transport cannot do better in understanding their responsibility for transporting vulnerable young people to education. You keep looking for ways to justify your desire to cut costs and reduce the provision. Your entire attitude suggests a resentment of your service users.	N/A	-	No	Feedback noted, thank you.
Strongly disagree on the environmental and behaviour policy	N/A	-	No	Feedback noted, thank you.
Good communication. Utilising text, WhatsApp and email to inform and communicate with parents and carers	N/A	-	No	New liaison officers are being recruited
More accessible information and applications sent to families	N/A	-	No	New liaison officers are being recruited
Ease of applying and re-applying	Yes	2	No	New application form being developed.
You need to consider the impact of special needs families on taking away a vital provision such as SEND Transport	N/A	-	No	Policy is in line with DfE guidance.
Parents need to be clearly told what is offered	Yes	3	No	We will publish Easy Read guides.
More prominently advertising this consultation, easier access to forms, SEN students in special schools to maintain SEND Transport unless individual families state otherwise	N/A	-	Yes	Website improvements in line with SEND strategy. Website review to include all key documents being loaded on the Local Offer web-site and clearly signposted in the SEND newsletter.
Communication	N/A	-	No	New liaison officers are being recruited
You need to work with more experience transport team	N/A	-	No	Feedback noted, thank you.
This can't be a blanket policy. People need a personalised approach.	N/A	-	No	Most of the policy mentions 'case-by-case' assessments.
A lot of this should be dealt with on a case-by-case basis. I'm worried this will no longer be the case.	N/A	-	No	Most of the policy mentions 'case-by-case' assessments.
Be honest and respectful	N/A	-	No	Feedback noted, thank you.
I need a better understanding of your plan in order to answer this question, but I can already see this seems to be helpful	N/A	-	No	Feedback noted, thank you.
Give a clear explanation what this is actually about	N/A	-	No	Covered in policy and easy Read guides will also be published.
Formatting of document is inconsistent (odd words bolded, bigger; numbers not continued eg. after 1.5 there is 1.7) - it makes look unprofessional and hard to read.	N/A	-	Yes	Review formatting prior to publication.
The policy is not easy to find on the website	N/A	-	Yes	Website improvements in line with SEND strategy. All documents in relation to Transport section to be revised.
The transport service are very very poor at communicating with parents. This needs to be addressed	N/A	-	No	New liaison officers are being recruited
The consideration of training to both bus escorts and buddies needs to be explored. Most of the concerns I receive from families comes from parents who worry about lack of understanding of pupils needs.	N/A	-	No	All staff are sufficiently trained. Handbooks will be published on the Local Offer web-site.
Fix yourselves up we are talking about children and families who need this service which also creates work for others so there for I suggest you to get yourselves a better job than to eradicate this service because you won't be able to and I dare you to attempt it because I will start mass media awareness and protest so get your money from the main government and local government if not tell them to tax the rich more.	N/A	-	No	Feedback noted, thank you.
Policies are wonderful providing end user benefits from them. Please check transport services from The Vale School to home and also from home to The Vale school in the morning. Check whether timetable is actually working or not. Thank you	N/A	-	No	Feedback noted, all routes are reviewed at the end of the academic year.
The service could communicate better with parents and service users	N/A	-	No	New liaison officers are being recruited.
Communication needs to be improved	N/A	-	No	New liaison officers are being recruited
Schools should be encouraged to provide breakfast clubs to allow parents to drop children at school earlier than 9am.	N/A	-	No	Outside SENDs remit of policy, school issue.
Escorts should reflect the service users. There should be a lot more diversity. In my opinion it's not inclusive without it. In my experience my child doesn't even know the names of the worker or workers. They don't engage. They communicate more with each other than the service user. The service user doesn't appear to be the key focus.	N/A	-	No	All staff are trained but we will review this. All Handbooks will be made available on The Local Offer.
For children with complex medical needs you say you "will seek to provide" appropriately trained medical staff. There should be no seek about it - it is your legal duty and as you are explicitly stating your staff will not - for example - do tracheostomy changes you are either unlawfully limiting children's access to transport or putting their life at risk. Please also see recent case law on this very issue!	N/A	-	Yes	Review wording and procedure.

Yes, some children who are older/secondary school need independence like maybe parents/carer not needing to be physically present to collect from the van in front of the house as long as the parent is at home. Or waiting on their own for pick up in front of their house. Gives them help to be independent and boost self-esteem.	N/A	-	No	Feedback noted, thank you.
Insert section on Communication strengthening the importance of parents and LA keeping each other informed of individual changes for parents and system changes for LA. Importance of close working with school staff and parents re Travel Assistance planning; informing parents and schools of any likely problems as a result of staffing issues etc, weather etc.	N/A	-	No	Feedback noted and will be incorporated into staff training.
Make it easier to understand for parents	N/A	-	Yes	Easy ready guides.
Pick up point is too far	N/A	-	No	Pick up points are under review.
Office staff need to be respectful and show some compassion	N/A	-	No	Feedback noted, thank you.

Q: We also had feedback/questions from parents that attended the engagement events, here is their feedback				
Comment	Covered in Policy	If Yes, Page	Action required	Response
Travel Buddies - I understand the need to prioritise, however it would be great if YP, who may not meet the criteria of having the 'potential' to be an independent traveller in the very near future, could also be included in this. Maybe particularly the older YP? The benefits being.... independence (walking or going on public transport with a buddy but without a parent;) getting used to being out and about and on public transport to give them (and their family) confidence to use public transport outside of school journeys; 'community presence,' quality of life and sustainability.	Yes	3.3	Yes	Further clarify in policy the difference between ITT and travel training.
Costing for PTB - I think the (privately arranged) travel buddy's time needs to take account of the reality of trying to employ someone for e.g. 30 minutes where they start and end at different places. Who's going to take that job? Buddies are likely to live locally and so may end up a long way from home. I appreciate this might work in some instances e.g. if it's a family member acting as the Buddy on their way to work. I also think that realistically you can't employ someone for less than an hour at a time.	Yes	3.4	Yes	Add this suggestion into the calculation.
Looked After Children - while I understand it will (nearly always?) make sense for the new borough to make the new assessment and provide the transport when a CYP moves out of borough, I'm wondering how that transfer of responsibility happens? Does/could the Haringey Transport Team ease that transfer (when the CYP is already accessing transport) by liaising with SW Teams, Virtual Schools, new LA etc? And provide temporary transport while the new assessment is being made? Is there a fast track for agreeing payment to neighbouring boroughs? Given that moving boroughs can be where so many Looked After CYP fall through the cracks. Domestic Violence - similarly when families move boroughs due to Domestic Violence.	No	-	Yes	LAC- This 'transition' is fulfilled by ESCS. No further action required Domestic violence to be included in exceptional circumstances criteria.
Temporary Medical Conditions (including parents' temporary medical conditions) - how quickly can transport be provided? Is there a fast track? (I assume there is a fast track for crises?) The normal timescales of assessment etc would take too long. Re specific doctors' letters - can a common sense approach be applied by liaising with the school and using existing medical letters? Getting a specific letter from a doctor could take way too long. Getting the child back to school when they are fit and well enough for school (but not walking/public transport) should be the priority.	Yes	1.9	No	Individual exceptional circumstances will always be considered.
Children who live at two addresses - complicated I know, but is there flexibility to provide transport from two addresses where there is shared custody when both addresses are in Haringey and there is a consistent pattern of where the child lives?	No	-	Yes	Section needs to be added. If we control the EHCP then we should provide transport, as long as the primary parent lives in Haringey and school is named in section I
I think a few parts of the Policy are a bit confusing... I think the fact that the document includes CYP without SEND as well as with SEND makes the Policy a bit confusing at times. (Although I understand that it needs to cover all CYP.) For instance the distance criteria. The statutory walking distances pops up in few places and then says it doesn't apply to CYP with SEND. Could the distance criteria be in one place at the beginning and then not mentioned again? I'm assuming that an EHCP isn't required to apply for travel assistance? I couldn't find anywhere that says it is required but on the (current) Local Offer the application form for travel assistance says that an EHCP must be provided. Maybe those without EHCPs are covered by the sections on temporary medical conditions, parental disability and crises? What about those with new or deteriorating health conditions who are applying for EHCPs? Could the need, or otherwise, for an EHCP be more explicit in the Policy?	Yes No	1.8 -	Yes Yes	Further explanation as to how distance effects children with SEND. Add explanation about those waiting for an EHCP i.e. they will be judged against standard criteria i.e. distance. Unless there is significant need.

<p>I think the Behavioural Standards chapter is rather unclear. I think I understand (and appreciate) the message that the reasoning is to keep everyone safe rather than to have unnecessary rules. However I think the Policy rather ties itself in knots by saying there are Principles rather than a Code of Conduct. And then listing what to me is a list of rules but calling them Principles! (I'm also not sure how easily people will understand 'Outcome of principle rule breaks'.) I suppose I wonder if this chapter could be simplified and the language clearer while still keeping the ethos? Also wondering if it would be simpler if the Policy just had 'Principles' (safety etc) and then the Rules/Dos and Don'ts as an Appendix? I'm guessing the Dos and Don'ts will evolve and may need regular updating so might be better outside of the Policy.</p>	Yes	5.1	Yes	Rewording of section.
<p>1.8 School Placementb) a child having an EHCP, with the preferred school being named in the EHCP. If a different school is named in the plan and the parent or carer still wishes to send their child to the preferred school. LBH will expect the parent to make their own travel arrangements, other than in exceptional circumstances. I did finally understand this, but I think it is confusing. (And it's a very important point.) Can it be made clearer?</p>	Yes	1.8	Yes	Rewording of section.
<p>I think the following have typos or at any rate I don't find them very clear. - 1.6 Children and Young People Covered by this Policy: The child/young person will also have to be: - under compulsory school age. - of compulsory school age (5-16) with or without SEND This is confusing to me. Could add or? But would it be clearer just to take it out and make the whole section shorter and clear? It covers everyone under 16 surely.</p>	Yes	1.6	Yes	-'and' to be added.
<p>- 3.8 page 23a child/young person will be given travel assistance in the mornings only if finish school earlier than the regular school closing time' Would it help to move the word 'only?' (I read it several times before I understood it.)</p>	Yes	3.8	Yes	Rewording of section.
<p>We also had the following questions/statements asked/mentioned during the events: "I have heard that children outside of the borough cannot get home school transport."</p>	Yes	1	No	Covered in policy, only applies to Haringey residents.
<p>"Independent travel, can it work with a personal travel budget?"</p>	Yes	3.3 & 3.4	No	No, it's one type of travel assistance or another. Covered in policy 'Haringey will offer one of the following'.