

Home to School/College Travel and Transport Policy

Consultation survey analysis

December 2019

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1. Introduction

Surrey County Council undertook a twelve week public consultation on proposals to change the Council's Home to School/College Travel and Transport policies. The online consultation was open from 23 September until 15 December 2019 and face to face engagement events took place during that period.

The changes to policy proposed, if implemented, would realign the Council's travel assistance offer with its statutory responsibilities where the Council is currently providing travel assistance that is discretionary. The proposals are:

- To cease to provide free home to school transport to an infant or primary school for a child under the age of five, where a child is likely to be deemed as eligible once they turn five years of age.
- To cease home to school transport at the end of the term in which a child turns 8 (instead of the end of the academic year) where the child has been eligible due to living more than 2 miles but less than 3 miles from their nearest school.
- To cease to provide home to school/college travel assistance for young people ages 17 -18, unless exceptional circumstances apply.

In addition to these proposals, the Council requested feedback from the public on how the use of flexible and more independent travel options could be encouraged and supported among children, young people and their families.

The Council engaged stakeholders through a series of nine public meetings during the consultation period. The purpose of this was to ensure members of the public and interested parties had the opportunity to ask questions about the proposals in the consultation in order to become better informed and support the submission of their feedback through the online survey. Young people were engaged directly through two focus groups facilitated by SEND Youth Advisers Surrey.

2. Methodology

Members of the public were able to access consultation information and submit a survey response online through the Council's consultation pages on its website. On the consultation web page the following information was made available:

- Introductory video from the Cabinet Member for All-Age Learning
- A link to the online consultation survey for submitting responses to the consultation
- Electronic (downloadable) background paper describing the reason for the consultation and the proposals; and an easy read version

- Electronic (downloadable) version of the consultation survey; and an easy read version
- Details of the public engagement events with link/instructions for how to reserve a place

In addition, hard copies of all these documents were available on request via the SCC Contact Centre, the dedicated consultation email account and at each public engagement event.

Notification of the consultation and how to give feedback was emailed to all home to school service user parents and carers where the Council held active email accounts. The consultation was also promoted through the Council's Schools Bulletin and school phase council meetings, at Family Voice Surrey's Annual General Meeting and via social media accounts (Facebook, Twitter).

To facilitate attendance at the public engagement events, a combination of daytime and evening events were held. One evening and one daytime event was held in each quadrant of the county.

3. Public engagement events and scrutiny

Nine public engagement events were held during the period the consultation was open. Attendance across all the events totalled 87, with an average of 9 people in attendance at each event. Participants included parents and carers, young people, school professionals and representatives of Healthwatch and Family Voice Surrey. Two focus groups were held with children and young people with SEND facilitated by SYAS. Meetings were held with primary, secondary and special school phase councils and a focus group with special school Headteachers. The Council also facilitated discussion at the Family Voice AGM with parents and carers.

Feedback and discussion from the public events reflected the responses that were submitted via the consultation survey.

Generally, those in attendance at the public events presented their circumstances as follows:

- Having children with complex/high support needs and attending special schools
- Being unable to access public transport/travel independently
- Living in locations with limited public transport links

At the events, there was agreement for proposals to support young people to be more independent, and acknowledgement that every family wants their child to be as independent as they are able. However, generally for those parents in attendance, their view was that their children do not have the potential to travel independently.

Concerns raised by those attending focused on children under the age of five who have been placed in specialist provision in order to access

early intervention and support. Based on the fact they have been encouraged to explore early intervention and access education early, families may not be able to access these placements if support with travel is no longer an option.

There were also concerns raised with Post 16 proposals. These focused on the limitations the proposals could create of college options where a young person may not be able to access the course they want without transport and they therefore may be put in the position of undertaking a different course closer to home.

On 13 December 2019, Surrey County Council's Children's, Families, Lifelong Learning and Culture Select Committee considered and discussed the consultation proposals. A record of its discussions is available in the minutes of the meeting:

<https://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=791&MId=7198&Ver=4>

4. Consultation respondents

Respondents	Number	%
A young person with special educational needs or disability	15	2.6%
A young person without special educational needs or disability	5	0.8%
A parent/carer	478	83.6%
An educational professional or governor	39	6.8%
A Surrey resident	27	4.7%
Other	8	1.4%
Not Answered	0	0%
Total	572	

53% of all respondents indicated that they do not use public transport themselves at the weekends, evenings or on holidays. Public transport therefore may be an unfamiliar experience in these families.

Note, not all respondents answered all questions throughout the consultation and some questions allowed respondents to submit more than one answer.

5. Survey responses: independence and flexible travel arrangements

A key priority for the Council throughout the consultation was to explore how different travel options could be better used to support children and young people to access their education, particularly through greater independence and preparation for adulthood. The first section of the

survey focused on promotion of independence and flexible travel arrangements.

Independent Travel Training

Question 2.1: Being independent is different for everyone. In terms of travel and preparing for adulthood, what is your/your child's aspiration in terms of how you/ they will travel in the future?

Response	% of Responses
Be able to carry own bags and board and alight a vehicle on their own	9.33%
Be able to access transport from a collection point	6.51%
Be able to share school transport with other children or young people	14.90%
Being able to travel without a parent or carer in attendance	11.29%
Be able to undertake a single journey/route independently using public transport	6.51%
Be able to undertake a single journey/route independently walking/cycling	4.24%
Be able to plan and undertake any journey independently using public transport	8.55%
Be able to undertake any journey when they want using any form of transport	10.35%
Be able to undertake any journey by driving a car or motorcycle	5.49%
Be able to undertake any journey by cycling or walking	3.69%
Be able to travel on public transport with an accompanying adult (e.g. parent/carer)	7.69%
Not Applicable	2.75%
Other	2.90%
Not Answered	5.80%

There has been a broad range of aspirations expressed for children and young people to be able to travel independently, recognising that this will be different for individuals – from ability to undertake any journey independently to ability to carry own school bag.

Question 2.2: What are the three biggest benefits for a young person who is successfully supported to travel independently on public transport, which allows them to access services and activities in the community?

Response	% of Responses
Increased self-esteem and confidence	23.23%
Increased opportunities to use public transport as an individual or family at weekends, evenings and holidays	8.50%
Improved access to friends and social or leisure activities	16.80%
Improved access to educational opportunities	14.19%
Improved access to employment or vocational opportunities	14.26%
Reduced reliance on family members or friends to assist with travel needs	16.13%
Other	6.89%

Responses indicate that there are a range of benefits for the individual if a young person can be supported to travel independently.

Question 2.3: What are the three biggest benefits for the family of a young person who is successfully supported to travel independently on public transport?

Response	% of Responses
Family members have more time to do their own thing e.g. study or employment	19.24%
Increased numbers of travel options available for family travel	9.08%
Reduced dependency on family or friends financially	15.71%
Less need for adults to accompany young person to and from places	18.52%
Opportunities to access community services and activities that were previously not accessible	16.79%
Positive changes in family relationships and interactions	12.32%
Other	8.36%
Not Answered	0.00%

Responses indicate there are a range of indirect benefits for the family if a young person can be supported to travel independently.

Question 2.4: What are the three biggest barriers that stop children and young people using public transport independently to access services and activities in the community?

Response	% of Responses
Specific health needs cannot be supported on public transport	7.57%
Likelihood of bullying or being attacked	10.31%
Unable to access services and activities due to poor public transport links	9.43%
Limited awareness of danger or unable to keep safe	14.25%
Specific needs may place child/young person or member of the public at risk	7.92%
Wouldn't be able to manage situations that aren't planned or are out of routine	12.00%
Risk of getting lost or missing stop	10.40%
Unable to communicate with public transport staff or members of the public	8.32%
Has never used public transport before, even with an accompanying adult	2.35%
Unable to handle money	5.71%
Not being able to access opportunities to learn the necessary skills to use public transport	2.52%
Family concern for the young person's safety and not allowing them the opportunity to try to travel on public transport independently	6.68%
Other	2.52%
Not Answered	0.00%

Responses indicate that the safety of young people and the ability to manage unplanned circumstances are key concerns.

Question 2.5: What should the Council do to encourage more children and young persons to travel on public transport to school or college?

46% of respondents (397) provided feedback that the public transport network needed improvement. Improvement areas include: more frequent services, improved access to services (in rural areas), better service in and around special schools, investment in training and support of public transport drivers to understand hidden disabilities, more subsidised (affordable) travel, provision of guides/escorts on public vehicles to support passengers. For children with SEND and hidden disabilities, 7% of respondents felt that having a guide/escort on public buses would encourage more use among this group of individuals.

12% of respondents felt that public transport was not a suitable travel option for children and young people with SEND.

Question 2.6: To what extent do you agree with the statement below: If a child or young person has the potential to become an independent traveller and would benefit from Independent Travel Training then they should be expected to undertake the training

Response	% of Responses
Strongly Agree	13.64%
Agree	34.27%
Neither Agree or Disagree	25.17%
Disagree	12.41%
Strongly Disagree	9.44%
Don't Know/No Opinion	5.07%
Not Answered	0.00%

Most respondents support the Council encouraging young people with the potential to travel independently to do so with the right support in place

Question 2.7: Please provide any further thoughts, comments and suggestions in relation to Independent Travel Training.

279 respondents provided further comments and suggestions. The two main responses were:

1) There is a need for assessments to be undertaken with a clear assessment criteria which considers the individual needs, circumstances, potential journey (taking into account parent and school views) when deciding if travel training may have benefit and potential (20%)

2) Independent Travel Training should be encouraged among young people and their families, but with the caveat that it may not be suitable for everyone due to their individual needs/circumstances (12%)

A further 11% of respondents stated that their child with a SEND is not suitable to undertake independent travel training or to travel independently on a journey.

5% of respondents were concerned about the ability of the independent travel assessors to accurately identify if individual children were suitable to undertake the training.

Collection Points

Question 2.8: Do you think that the use of collection points for some children and young people would be beneficial?

Response	% of Responses
Yes	53.15%
No	23.60%
Unsure/Don't Know	23.25%
Not Answered	0.00%

Most responses support the use of collection points for children and young people to access their travel arrangements.

Question 2.9 : If collection points were used for some children and young people, how far do you think is reasonable to ask a child or young person to travel to a collection point, accompanied by an adult as necessary?

Response	% of Responses
Up to one fifth of a mile	11.36%
Up to quarter of a mile	10.84%
Up to half a mile	12.94%
Up to one mile	5.07%
Up to two miles	2.10%
Over two miles	0.87%
Distance based on individual needs assessment	38.81%
Other	18.01%
Not Answered	0.00%

Question 2.10: When planning routes with collection points which three locations types would be most suitable for a collection point, subject to a location being identified as having suitable facilities for boarding, alighting and waiting?

Response	% of Responses
Bus stops	24.55%
Supermarkets	8.5%
Local points of interest e.g. local shops	14.51%
Suitable road side locations	15.79%
Near health centres/GP surgeries	9.61%
Near libraries and/or other Council buildings	9.18%
Near to local schools and nurseries	4.98%
Other	12.88%
Not Answered	0.00%

Responses indicate that a range of locations could be used as a collection point as long as they were assessed for suitability.

Question 2.11: What are the three biggest barriers to a child or young person accessing their school or college transport from a collection point?

Response	% of Responses
Specific health needs would make waiting at a collection point unsuitable	13.89%
Likelihood of bullying or being attacked	12.38%
Being exposed to environmental factors, such as rain or snow	10.28%
Limited awareness of danger/unable to keep safe, even when accompanied by an adult	16.85%
Specific needs may place child/young person or member of the public at risk	11.95%
Wouldn't be unable to manage situations that aren't planned/out of routine, such as late running of transport	18.41%
Being unable to support child/young person and their siblings at the same time	13.02%
Other	3.23%
Not Answered	0.00%

Question 2.12: Please provide any further thoughts, comments and suggestions in relation to the use of collection points

14% of the 187 respondents stated that the Council should introduce collection points based on an individual needs and circumstances assessment. 25% indicated either that their child would not be able to access a collection point.

7% of respondents expressed concern for a child's/young person's safety and the need for risks to be effectively managed.

Travel Allowance

Question 2.13: To what extent do you agree with the statement:

The Council should encourage more young people and families to use a travel allowance to make their own travel arrangements to school or college.

Response	% of Responses
Strongly Agree	11.01%
Agree	19.58%
Neither Agree or Disagree	29.20%
Disagree	14.69%
Strongly Disagree	17.66%
Don't Know/No Opinion	7.87%
Not Answered	0.00%

There is mixed support for the Council promoting a travel allowance for families to make their own travel arrangements for their child. Free text responses indicate that lack of support is on the incorrect assumption that Councils can force families to do this without their consent.

Question 2.14: Based on what you currently know about Surrey's Travel Allowance, what do you think are the three biggest benefits for families using a Travel Allowance to make their own travel arrangements?

Response	% of Responses
Able to arrange travel around work commitments	13.10%
Able to arrange travel around family/caring responsibilities	11.55%
Flexibility to allow access to after school activities/services outside of school/college	18.58%
Greater control over travel arrangements	15.25%
Ability to provide additional funding for bespoke travel needs if necessary	6.07%
Less likelihood of changes in travel arrangements resulting from other passengers	9.62%
Shorter journey times for child or young person to school or college	14.88%
Other	10.95%
Not Answered	0.00%

Question 2.15: What would do you think are the top three barriers stopping a young person or their family using a Travel Allowance to make their travel arrangements for accessing school or college?

Response	% of Responses
Value of Travel Allowance is too low	16.98%
Family's/young person's work commitments	9.25%
Family commitments	9.37%
Distance to school or college is too far	20.13%
Public transport links are not suitable	24.91%

Family/young person unable to identify and arrange suitable travel arrangement	14.03%
Other	5.35%
Not Answered	0.00%

Question 2.16: Please provide any further thoughts, comments and suggestions in relation to Travel Allowances.

129 respondents provided further thoughts and comments in relation to Travel Allowances. 8% of respondents felt that communication and promotion of the travel allowance offer needed improvement as families were unaware of the existing travel option.

6. Survey responses: policy proposals

Question 3.1: Transport for children below the age of 5 - Change to discretionary travel assistance

Option 1: Surrey County Council will cease to provide free home to school transport to an infant or primary school for a child under the age of five, where a child is likely to be deemed as eligible once they turn five years of age. The Council currently prefers to implement this option.

Response	% of Responses
Strongly Agree	7.34%
Agree	11.54%
Neither Agree or Disagree	10.49%
Disagree	16.96%
Strongly Disagree	39.51%
Don't Know/No Opinion	14.16%
Not Answered	0.00%

Option 2: Surrey County Council will continue to provide free home to school transport to an infant or primary school for a child under the age of five, where a child is likely to be deemed as eligible once they turn five years of age.

Response	% of Responses
Strongly Agree	40.03%
Agree	22.90%
Neither Agree or Disagree	10.66%
Disagree	6.99%
Strongly Disagree	6.12%
Don't Know/No Opinion	13.29%
Not Answered	0.00%

The majority of respondents indicate that the Council should continue to provide free home to school transport to an infant or primary school (Reception class) for a child under the age of five, where a child is likely to be deemed eligible once they turn five years of age.

Question: Provision for children of compulsory school age (5-16 years old) - Change to discretionary travel assistance

Option 1: Surrey County Council will cease to provide home to school transport at the end of the term in which a child turns 8 where the child has been eligible due to living more than 2 miles but less than 3 miles from their nearest school. The Council currently prefers to implement this option.

Response	% of Responses
Strongly Agree	5.59%
Agree	10.66%
Neither Agree or Disagree	10.31%
Disagree	18.53%
Strongly Disagree	46.68%
Don't Know/No Opinion	8.22%
Not Answered	0.00%

Option 2: Surrey County Council will continue to provide home to school travel assistance to the end of the academic year in which a child turns 8 where the child has been eligible due to living more than 2 miles but less than 3 miles from their nearest available school.

Response	% of Responses
Strongly Agree	38.29%
Agree	21.85%
Neither Agree or Disagree	13.11%
Disagree	8.92%
Strongly Disagree	9.44%
Don't Know/No Opinion	8.39%
Not Answered	0.00%

The majority of respondents indicate that the Council should continue to provide free home to school transport to the end of the academic year in which a child turns 8 where the child has been eligible due to living more than 2 miles but less than 3 miles for their nearest suitable school.

Question: Transport for young people aged 17 – 18 - Change to discretionary travel assistance

Option 1: In line with its existing policies for post 16 home to school/college transport, the Council will continue to provide home to school/college travel assistance for young people ages 17-18 who meet the eligibility criteria under our existing policies. Students will be expected to travel by the most cost-effective means for which they are able which may be public transport or by way of a seat on a contract vehicle (coach, minibus or taxi) at the start and end of the normal school day. The provision of a travel allowance where the parent, carer or young person uses a private vehicle will only be agreed where this is the least expensive option.

Response	% of Responses
Strongly Agree	26.40%
Agree	31.64%
Neither Agree or Disagree	14.34%
Disagree	7.34%
Strongly Disagree	10.31%
Don't Know/No Opinion	9.97%
Not Answered	0.00%

Option 2: In line with statutory responsibilities, to cease to provide ordinarily home to school/college travel assistance for young people ages 17 -18. The Council would continue to promote the use of the Student Fare Card Scheme, 16-17 Saver and Disabled Person's Bus Pass Scheme, which offer discounted travel on bus and rail services, to all post 16 year old students. The Council currently prefers to implement this option.

Response	% of Responses
Strongly Agree	6.99%
Agree	12.41%
Neither Agree or Disagree	13.46%
Disagree	17.66%
Strongly Disagree	36.71%
Don't Know/No Opinion	12.76%
Not Answered	0.00%

The majority of respondents indicate that the Council should continue to provide home to school/college travel assistance for young people ages

17-18 who meet the eligibility criteria under the Council's existing policies.

Question 3.2: Are there any other comments you would like to make about the proposals or their likely impact?

218 respondents (38% of all survey responses) provided further comments in relation to the proposed policy changes. Of those responses 30% stated that the proposals would negatively impact on children accessing education early as part of early intervention programmes, as well as restricting young people's ability to access and maintain their education post 16 – either the course they want or in some case any course.

7. Survey responses: supplementary questions

Question 4.1: Surrey County Council's expenditure on home to school or college transport for children and young people with special educational needs and disabilities is £33.3 million this year. This is equivalent to 5% of the yield from Council Tax.

To what extent do you agree or disagree that the Council should take reasonable steps to limit spend on this service.

Response	% of Responses
Strongly Agree	7.87%
Agree	21.50%
Neither Agree or Disagree	12.59%
Disagree	23.78%
Strongly Disagree	30.77%
Don't Know/No Opinion	3.50%
Not Answered	0.00%

Question 4.2: If you have any suggestions on how the Council could reduce its expenditure on home to school or college travel assistance, please provide these.

28% of the 261 responses to this question stated that key to reducing transport costs is to invest in and create more local provision/school places to avoid children and young people travelling longer than necessary distance to access their education.

The Council has recently agreed a strategy to invest and develop more local provision which will enable children and young people to be educated nearer to home.

Question 4.3: Children and young people may be receiving Disability Living Allowance, a Personal Independence Payment or another form of travel benefit or concession. Ordinarily the purpose of this benefit is to

provide support with travel and access to services and activities. With this in mind, to what extent do you agree or disagree with the following:

Existing travel benefits or support should be one of the factors taken into consideration when assessing if a young person over the age of 16 needs additional support with travel to their education placement.

Response	% of Responses
Strongly Agree	13.29%
Agree	30.94%
Neither Agree or Disagree	13.81%
Disagree	11.71%
Strongly Disagree	22.55%
Don't Know/No Opinion	7.69%
Not Answered	0.00%

Question 4.4: Some young people between the ages of 16-19 will be able to access a Vulnerable Person's Bursary from their college to support with the costs of continuing their education, including costs associated with travel. With this in mind, to what extent do you agree or disagree with the following:

It is reasonable to expect young people in receipt of a Vulnerable Person's Bursary to use this funding to contribute towards the costs of any travel assistance provided by the Council.

Response	% of Responses
Strongly Agree	9.09%
Agree	35.31%
Neither Agree or Disagree	15.21%
Disagree	12.76%
Strongly Disagree	17.48%
Don't Know/No Opinion	10.14%
Not Answered	0.00%

8. Demographic details of respondents

Respondents to the consultation were asked to answer the following questions about their demographic background.

Questions: Demographics (Age) - Which of these age groups do you belong to?

Age Range	No. of Responses	% of Responses
0-15	33	5.77%

16-20	12	2.10%
20-24	5	0.87%
25-29	9	1.57%
30-34	33	5.77%
35-39	72	12.59%
40-44	115	20.10%
45-49	136	23.78%
50-54	87	15.21%
55-59	38	6.64%
60-64	10	1.75%
65-69	1	0.17%
70-74	3	0.52%
65-79	3	0.52%
80-84	0	0.00%
85+	0	0.00%
Not Answered	15	2.62%

Question: Demographics (Health) - Are your day-to-day activities limited because of a health problem or disability which lasted, or is expected to last, at least 12 months?

Response	No of Responses	% of Responses
Yes, Limited a lot	64	11.19%
Yes, Limited a little	53	9.27%
No	391	68.36%
Prefer not to say	46	8.04%
Not Answered	18	3.15%

Question: Demographics (Gender) - What is your sex?

Response	No of Responses	% of Responses
Female	423	73.95%
Male	98	7.13%

Prefer not to say	36	6.29%
Not Answered	15	2.62%

Question: Demographics (Gender) - How do you self-identify your gender?

Response	No of Responses	% of Responses
Female	421	73.60%
Male	99	17.31%
Prefer not to say	40	6.99%
Not Answered	12	2.10%

Question: Demographics (Gender) - Is your gender identify the same as the sex you were assigned at birth?

Response	No of Responses	% of Responses
No	3	0.52%
Yes	516	90.21%
Prefer not to say	39	6.82%
Not Answered	14	2.45%

Question: Demographics (Sexuality) - How do you self-identify your sexual orientation?

Response	No of Responses	% of Responses
Bi	6	1.05%
Gay Man	1	0.17%
Gay Woman/Lesbian	0	0.00%
Heterosexual/Straight	454	79.37%
Prefer not to say	92	16.08%
Not Answered	19	3.32%

Question: Demographics (Pregnant or on Maternity leave) - Are you currently pregnant or on maternity leave?

Response	No of Responses	% of Responses
No	509	88.99%

Yes	7	1.22%
Prefer not to say	44	7.69%
Not Answered	12	2.10%

Question: Demographics (Ethnicity) - Which of these groups do you self-identify with?

Response	No of Responses	% of Responses
African	3	0.52%
Arab	0	0.00%
Bangladeshi	1	0.17%
Caribbean	0	0.00%
Chinese	0	0.00%
Indian	3	0.52%
Other Asian Background	6	1.05%
Other Black British, African or Caribbean	1	0.17%
Other mixed or multiple ethnic background	5	0.87%
Pakistani	2	0.35%
White and Asian	7	1.22%
White and Black African	2	0.35%
White and Black Caribbean	0	0.00%
White any other background	32	5.59%
White - British, English, Northern Irish, Scotland, or Welsh	453	79.20%
White Gypsy or Irish Traveller	1	0.17%
White Irish	6	1.05%
Prefer not to say	33	5.77%
Not Answered	17	2.97%

Question: Demographics (Marital Status) - What is your legal marital or same-sex partnership status?

Response	No of Responses	% of Responses
In a registered same-sex civil partnership	2	0.35%

Married	370	64.69%
Formerly in a same-sex civil partnership which is now legally dissolved	1	17.00%
Divorced	45	7.87%
Surviving partner from a same-sex civil partnership	0	0.00%
Widowed	2	35.00%
Never married or never registered a same-sex civil partnership	59	10.31%
Prefer not to say	75	13.11%
Not Answered	18	3.15%

Question: Demographics (Caring) - Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical or mental ill-health/disability and/or problems related to old age?

Response	No of Responses	% of Responses
No	232	40.56%
Yes, 1-19 hours a week	89	15.56%
Yes, 20-49 hours a week	53	9.27%
Yes, 50 or more hours a week	169	29.55%
Not Answered	29	5.07%

Question: Demographics (Religion) - What is your religion?

Response	No of Responses	% of Responses
No Religion	239	41.78%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	276	48.25%
Buddhist	2	0.35%
Hindu	2	0.35%
Jewish	0	0.00%
Muslim	11	1.92%
Sikh	2	0.35%
Not Answered	40	6.99%