

**BIRMINGHAM CITY COUNCIL**

**TRAVEL ASSIST**  
**ONLINE CONSULTATION REPORT**  
**V 1.1**

April 2019

Insight and Performance Team



## Contents

Introduction .....	3
Summary .....	3
A single travel assistance policy for 0-25 year olds in education .....	4
Stage 2 Appeals.....	5
Financial contribution for children and young people not of compulsory school age .....	6
Travel assistance for young adults over the age of 19 .....	8
Independent Travel Training.....	9
Personal Transport Budgets.....	10
Rights and responsibilities of parents towards accompanying their children to school.....	11
Factors considered when the Council makes a decision about an application for travel assistance ...	12
When the Council is proposing that the draft policy would start to be used.....	13
Any other comments .....	14
Appendix 1 – ‘About You’ Respondent Type .....	16
Appendix 2 – Equalities Profile of Survey Respondents .....	17
Appendix 3 – Respondents by Ward.....	20

# Introduction

To provide a report on the 0-25 travel assistance policy consultation held online and feedback the results of the consultation, highlighting the areas where the public consultation indicated that citizens agreed/ disagreed with the proposals contained in the travel assistance policy for 0-25 year olds in education document.

## Summary

This draft report summarises responses to Birmingham City Council's 0-25 travel assistance policy consultation held online. This was held on the Council's 'Be Heard' system and ran from 15<sup>th</sup> February 2019 to 2<sup>nd</sup> April 2019. It was based upon the 'Travel Assistance Policy for 0-25 year olds in Education' document. Questions about the policy were split into 11 themes and detailed summary of findings against each are listed from the next page onwards<sup>1</sup>.

A total of 402 responses were received for the online 'Be Heard' online survey. Of which:

- 47% of responses received were responding for themselves.
- 53% responded on behalf of someone else. Of these, 93% were parent, carers, or guardians.

The top three respondent types consisted of:

- Birmingham Resident.
- Parent/carers of child or young person with special educational needs or disability.
- Birmingham City Council employee.

The top three travel assist services for respondents consisted of:

- Minibus.
- Guide.
- Taxi.

Overall more people agreed than disagreed with the proposals.

The top three categories in the questionnaire where respondents overall agreed with (based upon the totals) were:

- Stage 2 appeals: Attending the Stage 2 appeals (87%).
- Stage 2 appeals: Stage 2 officers (65%).
- Travel assistance for young adults over the age of 19 (63%).

Areas of most disagreement were in the following categories:

- Financial contribution for children and young people not of compulsory school age (48%).
- Travel assistance for children below compulsory age: Pre-school charge (37%).
- Travel assistance for children below compulsory age: Transport policy (35%).

### Any Other Comments

Respondents to the online survey were also asked for any other comments. The survey received a total of 149 wide-ranging and detailed comments and suggestions under this question.

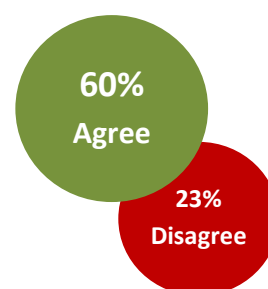
There were most comments around the importance of travel assistance to families with special educational needs and disabilities (SEND) and the impact of the new policy on parents/carers.

---

<sup>1</sup> Please note that, due to rounding of the numbers in the tables, the results for the questions on the following pages may not appear to total 100% or to match total agree and total disagree.

# A single travel assistance policy for 0-25 year olds in education

**Question 1:** To what extent do you agree that it is helpful for there to be one policy that outlines the provision available for 0-25 year olds rather than separate policies for each age range?



Total Responses: 402

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	137	34%	106	26%	58	14%	51	13%	40	10%	10	2%

## Key Findings

60% of respondents agreed compared to 23% who disagreed. 154 respondents provided comments for this section.

The most popular theme to emerge was agreeing with the single policy (45%) for varying reasons. The main reason for agreement was having one policy was less confusing and complex, and that a streamlined document was easier for families to read and understand. A number of respondents agreed with a policy inclusive of all age groups, as they thought needs should be prioritised over age: some SEND children will need travel assistance even as a young adult.

Another prevalent theme is that having a single policy does not account for the complexity and variety of SEND children and young adults (43%). Separate policies would be preferable, as a blanket policy could not address the needs and entitlements of both a young child and a young adult, or for different disabilities and special needs. Some also raised that there is different legislation/benefits for different age groups. There were a few comments disagreeing with the policy as they found it unclear about the cost impacts and travel implications for different age groups and needs.

The above themes dominated responses to this question, with only a few other miscellaneous reasons for disagreement, including a small amount of criticism for current policy. Six respondents made suggestions for how the policy could be improved, such as how to split up age groups, or providing in-depth guides for different types of transport.

## The following comments are typical of many points raised.

*"As a parent and school governor, remembering what to do with different age groups can be confusing - combining the policy would be easier to reference."*

*"If the legal requirements are different then you need different policies for each group."*

*"Children's needs change with age. Regardless of [special] needs or not"*

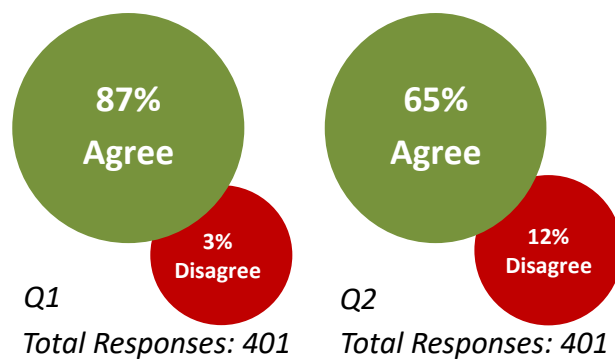
*"As a parent with a child moving through the age bands consulting 1 document would make it easier and more transparent."*

## Stage 2 Appeals

Two questions were asked in relation to stage 2 appeals:

**Question 1:** To what extent do you agree with the proposal that parents and carers would be able to attend the Stage 2 appeal?

**Question 2:** To what extent do you agree with changing the Stage 2 Appeal Panel to a panel of independent Council officers?



	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	229	57%	119	30%	27	7%	11	3%	3	1%	12	3%
Q2	126	31%	133	33%	67	17%	26	6%	24	6%	25	6%

### Key Findings

The response was overwhelmingly positive for parents/carers attending appeals panels. 87% agreed with this proposal, with only 3% disagreeing.

This level of agreement was lower for the use of independent council officers, but still with the majority (65%) agreeing, compared with those disagreeing (12%).

124 respondents commented on these two proposals. 44% of those commenting agreed with parents/carer being able to attend. Most of these thought parents /carers should be able to input and have a voice about their child's appeal, including putting across their own point of view, their circumstances, any issues they've encountered, and to answer any of the panel's questions in person.

27% of the comments supported the introduction of independent council officers, with varying reasons, including transparency, impartiality, and consistency. Some of those who supported independent council officers did so with the hope that it would not lead to council budgets being prioritised over a child's needs. Some who disagreed with the independent officers were concerned over this aspect, too.

A number of respondents commented on the importance of expertise for panel officers, such as involving those with direct experience of SEND children, or training the independent officers for the panels.

There were also a few suggestions, including providing translators for parents who struggled with English, and advocates for those who need help representing themselves at the panel.

### The following comments are typical of many points raised.

*"At all stages, the parents/ carers should be involved, to be given a chance to explain their views, and more importantly, their circumstances, which is not always easy to write, but can be explained verbally and the panel then has the chance to ask questions for clarification, which can't happen if the parents/ carers are not there."*

*"It makes sense that a stage 2 appeals panel should consist of 'hands off' representatives so the decision making is as transparent and free of bias."*

*"The independent council officers [will] need specific training. Will this be provided?"*

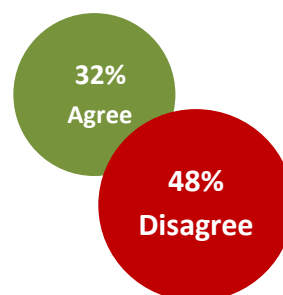
*"Having been through a stage 2 appeal myself, I would have loved the chance to have attended the panel as I found it very hard to know what extra information would be required for the appeal having provided all the evidence I thought needed in the first place."*

# Financial contribution for children and young people not of compulsory school age

## Question 1:

The amount that would be required is £780 per academic year or £390 if the child or young person is from a low income family.

To what extent do you agree with this change in the charge?



Total Responses: 399

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	44	11%	82	21%	65	16%	93	23%	100	25%	15	4%

## Key Findings

32% of respondents agree to the proposals compared to 48% who disagree. 180 respondents provided comments for this question.

The most popular theme was the negative impact of the increased charges on family income (42%). Many respondents thought the new charges were too high, that families caring for children/young adults with SEND were more likely to be struggling financially, and that this charge would increase financial hardship.

There were a number of respondents who agreed with the charge (22%). This was for a wide range of reasons, including: families with SEND shouldn't receive any more help than other families; families on benefits should pay; respondents who were willing to pay to keep the service; agreements with provisos on how to make it easier for families to pay. There was a mix of respondents suggesting means-tested assessments as financial circumstances for families will vary.

Just over a fifth (21%) were generally against the charges, considering it wrong to charge children with SEND for assisted transport to go to school. Respondents also raised that children with SEND had little choice in terms of specialist provision and often had to travel far distances. A few considered it discriminatory against vulnerable children that required assisted transport.

## The following comments are typical of many points raised.

*"I would rather pay the charges as I know my child would be able to travel to and from college in a safe and secure manner"*

*"...as a full-time carer the only time I can work is when my [child] is at school which means I am limited to the kind of jobs I can do and what I can earn. There is no way I would be able to sustain these costs and the system would be contributing to furthering our disadvantage. I am a single parent with no support or childcare."*

*"Families are living on the breadline. Wages are not going up but cost of living is. What if a family has more than 1 child in a special school? families are being offered schools away from their local community either due to their level or need but usually due to the lack of school places."*

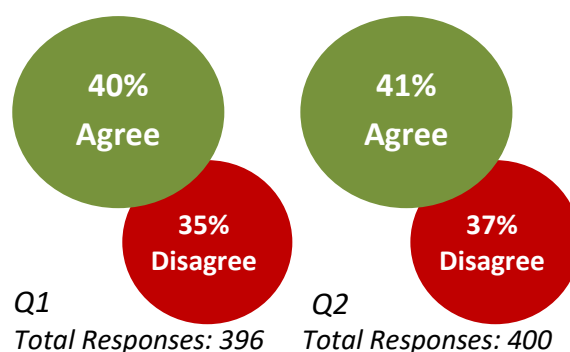
*"Any requests for assistance with funding should be taken on a case by case basis, some can pay some cannot. Makes sense that the costs have risen so more should be contributed where possible."*

# Travel assistance for children below compulsory school age

Two questions were asked in relation to stage 2 appeals:

**Question 1:** To what extent do you agree with the Council's proposed transport policy in relation to children who are below compulsory school age?

**Question 2:** To what extent do you agree that parents of pre-school age children should contribute to the cost of travel assistance, where it is provided?



	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	57	14%	103	26%	74	19%	75	19%	65	16%	22	6%
Q2	52	13%	112	28%	72	18%	71	18%	77	19%	16	4%

## Key Findings

For Q1, 40% agreed compared to 35% disagreeing. For Q2, 41% agreed compared to 37% disagreeing.

128 respondents commented on these two proposals. There were similar themes to the previous question on Financial Contributions.

Just over a quarter of respondents (27%) commented on why they agree with at least part of the policy, including: it's 'reasonable' for the parents to pay; it's the parents' 'choice' to send children to school early, and that those receiving benefits should be charged.

A small number suggested it should depend on circumstances: a child's level of need, or the family's income. There were some suggesting means-tested assessments as financial circumstances for families will vary (16%). A few suggested that those with EHCPs should be entitled to free transport.

The negative impact of the increased charges on family income (22%) was popular theme. As with the previous section, many respondents thought the new charges were too high and would have a negative impact on low-income families who have a difficult, stressful life already.

There were comments questioning why children needed the provision before compulsory age. Others mentioned with the benefits of early intervention and education access for children with SEND being key for their development (18%).

## The following comments are typical of many points raised.

*"...I do not think it is unreasonable for parents to be asked to contribute to the cost of transport, as long as it is within their financial means and it is a reasonable sum."*

*"The policy needs to be clear that this refers to Nursery age children, not under 5s. Nursery children with EHCPs clearly need specialist provision....The youngest children are often our most vulnerable... Sometimes early intervention means that the children make rapid and sustained progress..."*

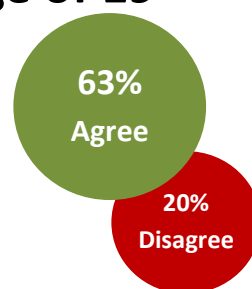
*"We know that early intervention is crucial to a lot of special needs. A lower income family is unlikely to be able to afford even the reduced contribution and therefore an already disadvantaged child may not be able to access early education and intervention because of financial hardship."*

# Travel assistance for young adults over the age of 19

## Question 1:

The Council would only consider applications from young adults who have an Education Health and Care plan or the circumstances are exceptional and would only award transport assistance where it considers it necessary.

To what extent do you agree with the Council's approach towards providing travel assistance for young adults over the age of 19?



Total Responses: 400

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	103	26%	149	37%	53	13%	42	11%	39	10%	14	4%

## Key Findings

63% of respondents agree to the proposals compared to 20% who disagree. 117 respondents provided comments for this section.

Over a third commented (39%) on why they agree with at least part of the policy; this included those who agreed with the policy because they agree that young adults should have travel assist support (16%), as opposed to specifics of the new policy. There were also those who agreed depending on the needs of the young person being assessed first (13%).

Another common theme was that young adults with SEND should be assessed based on needs and ability to travel, rather than age (30%). Not all young adults with SEND will travel safely without assisted transport as their condition is life-long and/or they do not mature at the same rate as children without SEND. The long journey to a special school far away will leave many young adults vulnerable to unpredictable or dangerous situations. This concerned a number of commenters to this question.

There was a desire to reflect the need to support young people before the age of 19 to develop key life skills through their education. These would include the ability to travel and live independently, general learning skills and socialising.

15% of comments were generally against the charges, that young adults with special needs should not be penalised for their differences but supported. This included those who thought young adults with EHCPs should still receive travel assist.

## The following comments are typical of many points raised.

*"The young adults who qualify for this service should be entitled to the same opportunities as their peers."*

*"Just because a child with special needs becomes an adult does not mean that his needs cease to exist"*

*"Disability is a life long thing, just because the person has gotten older does not mean that their physical or mental age has increased enough to no longer need assistance"*

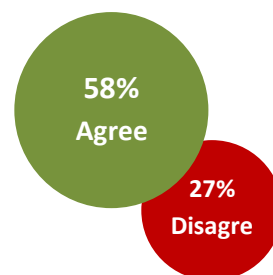
*"Travel training needs to be more widely available and then I do not think so many people would require transport. If money was invested earlier on for travel training then this would help for their future."*



# Independent Travel Training

## Question 1:

To what extent do you agree that all children who are awarded travel assistance should be considered for independent travel training, unless there is a good reason why it would not be appropriate?



Total Responses: 401

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	99	25%	132	33%	53	13%	67	17%	41	10%	9	2%

## Key Findings

58% of respondents agree to the proposals compared to 27% who disagree. 162 respondents commented on this question.

Over a third of respondents who commented agreed (36%) with the training, however, a large proportion of those agreed with conditions attached (23%). This mainly centres on having training only where assessed as appropriate and suitable for the child/young adult, depending on their needs. Some children would still require travel assistance. There were also those who agreed because they viewed it as aiding independence and increasing life skills.

There were also comments that mentioned not all children will be suitable for travelling independently (28%), with concerns over child safety and stress if they were made travel when not suitable. Parents/carers who commented were keen to ensure that where travel training was undertaken it was appropriate for the individual child and travel arrangements were not withdrawn until it was clear the child was able to travel independently longer term. Some respondents perceived Birmingham as an increasingly dangerous place to travel.

Also, a number commented that thorough assessments should be done on a case-by-case basis (28%), involving consultation with those who know the child best or specialists in that field (15%).

## The following comments are typical of many points raised.

*"Autistic young person does behave differently when accompanied by others during training, as soon as they get freedom they started behaving very dangerously for themselves and others"*

*"But only with a very clear criteria for assessment. Children who are clearly less able to get to school by themselves through distance or risk should be given priority and parents should be expected to support more over shorter distances etc"*

*"Independence should be encouraged if appropriate to the young person."*

*"I agree if the child is over the age of 11 and [is] fully assessed to ensure the child is able and mature enough to be considered for independent training. Discussions with family and the child have to be discussed fully, openly and agreed."*

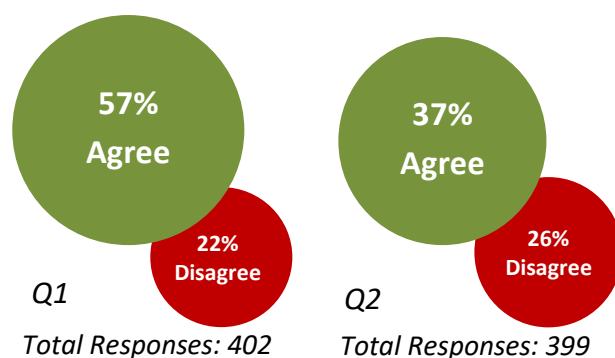
*"I have concerns surrounding the number of travel trainers available to support the children & young people."*

# Personal Transport Budgets

Two questions were asked in relation to personal transport budgets:

**Question 1:** To what extent do you agree that a personal transport budget may be useful for families who are eligible for transport?

**Question 2:** To what extent do you agree that the policy is clear about when the Council may offer a family a personal transport budget?



	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	87	22%	142	35%	71	18%	48	12%	40	10%	14	3%
Q2	38	10%	111	28%	125	31%	70	18%	35	9%	20	5%

## Key Findings

For Q1, 57% of respondents agreed compared to 22% who disagree. For Q2, 37% agreed compared to 26% who disagreed. 136 respondents commented on this question.

There were a large proportion of comments concerned with the direct negative impact of a personal transport budget may have (35%). This included placing too much stress and responsibility onto parents/carers, who would not have the capacity to deal with this extra pressure (22%). Some were worried about the extra anxiety and confusion it would cause over handling complex financial decisions, or how to cope with multiple children, distant specialist provision, or the complexity of organising the alternative transport to distant specialist provision.

A few pointed out that this policy would not necessarily lower air pollution as more children would potentially be using individual cars through private hire or other means, and this would lead to more vehicles on the road, and congestion around the special schools.

There was also concern that as some families with SEND are struggling financially, the money for the transport would be used to pay for other budget pressures (14%). Many respondents wanted a personal transport budget to be a choice, not mandatory (24%), and were concerned the council would force the budget on families.

Some respondents were sceptical that the budget would cover all the costs (10%).

## The following comments are typical of many points raised.

*"Because of the lack of wrap around care available for special needs student it will have a huge negative impact on families; siblings will miss out on after school activities ... As most parents will have to drive students or hire a taxi traffic at school site will become dangerous ... There will also be a huge environmental impact of increased vehicle usage."*

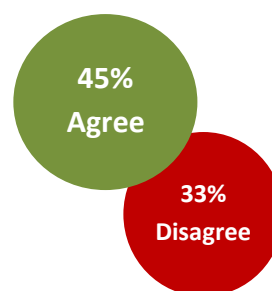
*"No amount of money will enable me to get 2 young children to two different schools at the same time. I would not use a taxi and my other [child's] school does not provide school club facilities."*

*"I don't think it is a good idea ... because a lot of families are already struggling and they may spend it with the intention of putting it back this again would cause problems for our most vulnerable families."*

# Rights and responsibilities of parents towards accompanying their children to school

## Question 1:

To what extent do you agree that the draft policy is clear about this issue?



Total Responses: 400

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	60	15%	118	30%	76	19%	72	18%	61	15%	13	3%

## Key Findings

45% of respondents agreed compared to 33% who disagreed. 148 commented on this question.

Respondents' views on the main areas impacted by this part of the policy are discussed below.

Having school-age children at more than one school and how would it be possible to get all children to different schools (30%). This may lead to parents/carers having to choose which children are not accompanied to school or dealing with a complicated school run.

Another factor was the lack of specialist provision choice, with long journeys required to get there (26%) because of the distance from home or others children's schools. This would make it difficult to get all children to school on time. For a few respondents, the distance would mean a 2-3 hour round trip.

Also, there was discussion on how the above two factors would impact on working parents /carers (30%), and whether the parents/carers would have to give up work to do these long school runs.

This all lead to some discussion of how it might affect child's school attendance, if the parent/carer could not overcome the above challenges. There were also a few respondents who mentioned the impact on single parent families, who would have to manage all of this without support.

Some commented on how families with SEND required the extra support that other families don't, or that families with SEND faced more challenges with travelling to school than others. This was partially because of the issue with specialist provision being so far, or that their children would never be able to walk to school safely on their own, unlike children without SEND.

## The following comments are typical of many points raised.

*"parents of children with SEN often have other children who they are required to accompany to different schools and/or jobs to get to. we rely on transport for our children with SEN to ensure they are safely delivered to school and home again. we cannot be at two schools at the same time and if we are late taking children to school we face fines. we have to juggle this along with jobs if we don't want to struggle on benefits and would prefer to contribute to society."*

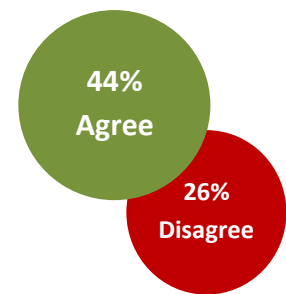
*"Personal budgets would not be in the best interests of families with disabled children. It would also increase the number of vehicles travelling to schools and therefore increase pollution."*

*"The closest school to meet my child's needs is 1 hr 15 mins away. That is not our fault. If I were to transport or accompany my child daily that would be 5 hours of my day gone."*

# Factors considered when the Council makes a decision about an application for travel assistance

## Question 1:

Do you agree that the draft policy is clear about how decisions are made?



Total Responses: 400

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	30	8%	145	36%	97	24%	73	18%	32	8%	23	6%

## Key Findings

44% of respondents agreed to the proposals compared to 26% who disagreed. 67 respondents commented on this section.

Nearly half (46%) did not find the policy clearly written for various reasons. The main reason given (34%) was that it was not specific enough in certain sections or definitions, particularly around 'good reason' and 'exceptional circumstance'. There was criticism that it was confusing, too broadly written, and needed more criteria and examples. A few thought it was generally not clear, or had jargon.

Another popular theme centred on criticism of objectives and other content in the new policy (43%). This included how it would negatively impact families and did not acknowledge this; how it was focused on budgets over child needs; inconsistencies within the policy and application forms, and a couple mentioning how it contradicted certain sections of the Education Act.

There was also criticism on the current Travel Assist policy and the poor quality of the service (13%), particularly how difficult and stressful it is for families to contact someone at the service or generally to get assistance.

## The following comments are typical of many points raised.

*"The Draft Policy said nothing about how decisions are made it just Stated the procedure used to make the decisions NOT how decisions are made."*

*"It is not clear what 'exceptional circumstances' might be if a child had an EHCP and required travel assistance."*

*"No firm criteria or measurement or information about how decisions are to be made. "Reasonable" ?? "Good reason"???"*

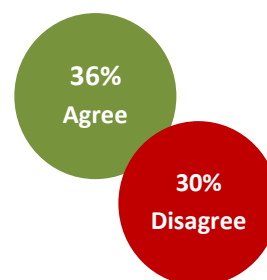
*"The wording is commendably clear."*

*"It's a policy to reduce cost failing to take into account safety of students, welfare of students, parents and siblings. It shows no concern for the wider economic or environmental impact."*

# When the Council is proposing that the draft policy would start to be used

## Question 1:

To what extent do you agree with the Council's proposals for implementing the new policy, if it is approved?



Total Responses: 401

	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Don't Know	
Q1	36	9%	110	27%	111	28%	67	17%	52	13%	25	6%

## Key Findings

36% of respondents agreed compared to 30% who disagreed. 81 respondents commented on this question.

There was some criticism over the timing of the consultation/policy implementation (16%) and the impact if the policy started in the next school year. Some commented that the implementation of the policy could affect those who've already applied for school places. A few commented that it would not give families enough time to prepare for these changes, such as the timescale for families applying for travel assist under the new policy, saving up for the increased charges, or making alternative childcare/work arrangements. Also, two respondents commented that this was too short notice for schools to prepare.

There were also suggestion on improving the policy (22%), including: making the policy more specific on implementation timelines; phasing the policy in over a longer period; delaying it for a year; introducing it initially to new applicants only; carrying out a pilot first; and working better with Transport West Midlands and other public sector travel services.

There was also criticism of current policy and service quality (19%), including parents finding it difficult and stressful, and scepticism over the council being able to introduce a new policy without problems.

## The following comments are typical of many points raised.

*"I don't have any issues about the way they want to introduce the changes but I think it need to be clearer to parents the specifics of how they will be affected and what will be in place to replace this current arrangements as soon as possible"*

*"Having a child with any disability is hard enough and this is stress no parent needs"*

*"I think it needs to be implemented later. There are too many factors to consider and it would possible mean that new applicants will be left struggling to get their children into school at the start of Sept 2019"*

*"My only observation at this point would be regarding decisions about Independent travel training for older children. This will take time and therefore there needs to be significant input in terms of funding for training before this part of the policy is fully implemented."*

*"I am sceptical about the capacity for the Council to be able to implement this without there being issues for families."*

## Any other comments

In summarising open-ended comments with no specific question asked, there is by necessity a degree of simplification and categorisation. This should be borne in mind when reading the analysis below.

The survey received a total of 149 wide-ranging and detailed comments and suggestions under this question.

The top themes of comments were:

- The importance of travel assistance to families with SEND (31%);
- The impact of the new policy on parents/carers (27%);
- Suggestions for improvement with policy/consultation (25%);
- Current service not fit for purpose (21%);
- The impact on vulnerable children (17%).

The most popular theme was on the general importance of travel assist, how vulnerable child/families with SEND need the support of the service, and for the council not to prioritise cost cutting over children's wellbeing and outcomes. *"...if a child or young adult has an EHCP they should automatically have assistance and transport to gain as much of a life as possible. Money should not come into it it should be part of their education and health."*

Within this theme, some parents and carers feel discriminated and mistreated, *"At what point do parents have to be at to stop having to fight for everything a mainstream school would have without having to continually pay for it."*

This was often tied into another theme, that making changes to the TA service would have a negative impact on families, for whom life was already very difficult and stressful: *"As a single parent, my mother struggles every day to support me as she has [chronic health issues]. She gets up every morning snow, rain and no matter what the weather or extreme pain she is in to get my son to his dropping off point away from her house. Every day is a struggle for her and her health is getting worse ... If there was any other way that I could get my child to school to make it easier I would be there...."*

There were particular concerns over the financial impact on families already struggling due to benefit and service cuts: *"Please think about the challenges that caring for a severely disabled child bring in virtually every field. Budgets in support of families have been severely restricted over the years...."* There were also some miscellaneous concerns over impact on working parents' employment, as well as increased air pollution from more cars.

The difficulty and stress parents and carers faced were sometimes linked into issues with the current service that was considered by some to be not fit for purpose. There were concerns that reduced budgets would impact on service delivery - *"We families cannot sustain anymore cuts or changes that affect our kids safe access to education"* or because of specific problems found within the service. These problems included long delays and lack of help with applications, to poor customer service communications, to issues with buses: *"...most of the time dirty ", "...never on time"; "...have had old buses break down..."*

There were also concerns about the negative impact on the children with SEND, particularly around educational access and development. *"I work within a special school and see how important travel assistance is to our parents/families. Some of our children are so complex and having support is vital to ensure that they receive a good education. The cuts to our current transport has made it so difficult for our parents to access. "*

Many respondents made suggestions for improvement to the policy/consultation, including: working with experienced specialists and families to improve service and shape policy; provision of more and better supported guides; more clearly written and defined policy; re-introduction of collection from home; more time for implementation; clear communication and notice given for any changes; flexible transport options and more joined up working with other organisations; after school care; driver consistency; school attendance at panel; and fairer policy.

There were a few other miscellaneous comments on those who agreed with policy, other positive thoughts on the service, and a few sceptical that this feedback will make any difference.

There was only one off-topic comment, in relation to bins.

## Appendix 1 – ‘About You’ Respondent Type

Are you responding to this consultation on behalf of someone else or yourself?	% of respondents
I am responding on behalf of someone else	53%
I am responding for myself	47%
<b>Total</b>	<b>100%</b>

If you are completing this survey on behalf of someone else, please specify your relationship with them.	% of respondents
Parent/carer/guardian	50%
Sibling	1%
Other family member	1%
Friend	1%
Teacher	6%
Support worker	3%
Social worker	0%
Medical professional	0%
Other (please specify below)	1%

Firstly, which of the following are you (or the person you are completing this on behalf of)? Please tick all that apply.	% of respondents
I am a resident of Birmingham	66%
I am a child or young person currently receiving support from Travel Assist	15%
I am the parent or carer of a child or young person with special educational needs or disability	54%
I work for the NHS	3%
I represent a charity that covers the Birmingham area	1%
I represent a community group in Birmingham	1%
I work for Birmingham City Council	22%
I work in a Birmingham school or academy	19%
I am a governor at a Birmingham school or academy	6%
I am a Birmingham councillor or MP	0.5%
I represent a transport company	0.2%
I represent a public sector organisation	1%
Other (If you have selected 'Other' - please specify below)	2%

*Note: percentages do not add up to 100% as respondents allowed more than one option and question was optional*

Question 4: If you are a child, young person, parent or carer with experience of using services provided by Travel Assist, please specify these below. Please tick all that apply.	% of respondents
Bus/train/tram pass	8%
Independent travel training	2%
Personal transport budget	2%
Minibus	51%
Guide	32%
Taxi	15%
One to one transport (where a single child/young person is transported on a vehicle)	4%
Other (please specify below)	1%

*Note: percentages do not add up to 100% as respondents allowed more than one option and question was optional*



## Appendix 2 – Equalities Profile of Survey Respondents

Age Group	% of respondents	% responding on behalf of
0 - 4	0%	0%
5 - 9	0%	27%
10 - 14	0%	32%
15 - 17	1%	20%
18 - 19	0%	5%
20 - 24	1%	2%
25 - 29	3%	0%
30 - 34	6%	0%
35 - 39	15%	0%
40 - 44	19%	0%
45 - 49	19%	0%
50 - 54	14%	0%
55 - 59	8%	1%
60 - 64	4%	0%
65 - 69	1%	0%
70 - 74	1%	0%
75 - 79	0%	0%
80 - 84	0%	0%
85+	0%	0%
Prefer not to say	7%	11%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>

Gender	% of respondents	% responding on behalf of
Female	18%	56%
Male	74%	25%
Prefer not to say / not answered	8%	18%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Ethnicity	% of respondents	% responding on behalf of
Asian / Asian British	13%	13%
Black / African / Caribbean	7%	4%
Mixed / multiple ethnic groups	5%	9%
Other ethnic group	0%	1%
White	67%	51%
Prefer not to say / Not answered	7%	18%

*Note: percentages do not add up to 100% as respondents allowed more than one option*

Religion	% of respondents	% responding on behalf of
Buddhist	0%	0%
Christian (including Church of England, Catholic, Protestant, and all other Christian denominators)	48%	39%
Hindu	1%	0%
Jewish	0%	0%
Muslim	16%	18%
Sikh	0%	0%
No Religion	21%	21%
Any Other Religion	1%	1%
Prefer not to say / not answered	13%	20%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Sexual Orientation	% of respondents	% responding on behalf of
Bisexual	1%	1%
Gay or Lesbian	1%	1%
Heterosexual or Straight	73%	52%
Other	1%	3%
Prefer not to say / Not answered	24%	43%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Any long-term physical or mental health conditions or illnesses	% of respondents	% responding on behalf of
Yes	18%	77%
No	66%	11%
Prefer not to say	16%	11%
<b>Total</b>	<b>100%</b>	<b>100%</b>

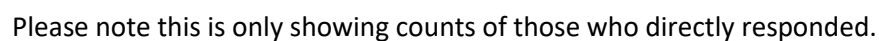
Affected by the following long-term physical or mental health conditions or illnesses	% of respondents	% responding on behalf of
Vision (e.g. blindness or partial sight)	1%	8%
Hearing (e.g. deafness or partial hearing)	2%	5%
Mobility (e.g. walking short distances or climbing stairs)	5%	23%
Dexterity (e.g. lifting and carrying and carrying objects, using a keyboard)	2%	11%
Learning or understanding or concentrating	3%	38%
Memory	2%	13%
Mental Health	9%	16%
Stamina or breathing or fatigue	3%	6%
Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome)	3%	36%
Other (please specify)	2%	4%
Prefer not to say	13%	6%

*Note: percentages do not add up to 100% as respondents allowed more than one option*

<b>Caring Responsibilities</b>	<b>% of respondents</b>	<b>% responding on behalf of</b>
None	20%	47%
Primary carer of child/children under 18	39%	3%
Primary carer of disabled child/children	32%	2%
Primary carer of disabled adult (18 and over)	7%	1%
Primary carer of older person/people (65 and over)	2%	0%
Secondary carer	6%	0%
Prefer not to say	9%	10%

*Note: percentages do not add up to 100% as respondents allowed more than one option*

Of the **307** respondents who provided a valid postcode, **5%** live outside of Birmingham. The remaining residents are based in the following wards.



<b>Birmingham Ward</b>	<b>Total Respondents</b>
Bartley Green	15
Brandwood & King's Heath	11
Oscott	10
Acocks Green	9
Allens Cross	9
Longbridge & West Heath	9
Sutton Walmley & Minworth	8
Frankley Great Park	7
Holyhead	7
Pype Hayes	7
Sutton Mere Green	7
Sutton Vesey	7
Ward End	7
King's Norton South	6
Rubery & Rednal	6
Small Heath	6
Stockland Green	6
Weoley & Selly Oak	6
Billesley	5
Bournville & Cotteridge	5
Erdington	5
Kingstanding	5
North Edgbaston	5
Northfield	5
Sheldon	5
Stirchley	5
Alum Rock	4
Bromford & Hodge Hill	4
Glebe Farm & Tile Cross	4
Gravelly Hill	4
Hall Green South	4
Handsworth Wood	4
Harborne	4
Newtown	4
Perry Common	4

<b>Birmingham Ward</b>	<b>Total Respondents</b>
Shard End	4
Sparkhill	4
Sutton Roughley	4
Sutton Trinity	4
Tyseley & Hay Mills	4
Yardley West & Stechford	4
Bournbrook & Selly Park	3
Hall Green North	3
Highter's Heath	3
King's Norton North	3
Moseley	3
Perry Barr	3
Yardley East	3
Aston	2
Birchfield	2
Bordesley Green	2
Castle Vale	2
Druids Heath & Monyhull	2
Edgbaston	2
Handsworth	2
Lozells	2
Nechells	2
Soho & Jewellery Quarter	2
Sparkbrook & Balsall Heath East	2
Sutton Wylde Green	2
Garretts Green	1
Heartlands	1
Ladywood	1
Quinton	1
Balsall Heath West	0
Bordesley & Highgate	0
South Yardley	0
Sutton Four Oaks	0
Sutton Reddicap	0