

PaCC on behalf of the SEND community whose CYP receive Home to School transport, a document of concerns raised by Parent Carers.

<b>PaCC ask BHCC to work with operators, councillors and PaCC to urgently address these issues.</b>
<b>Urgent safety issues</b>
<ul style="list-style-type: none"><li>• Risk assessments not undertaken and medical needs not addressed.</li><li>• Lack of epilepsy protocol.</li><li>• No DBS proof.</li><li>• No CCTV.</li><li>• Pupil information sheets not passed on to operators.</li><li>• Lack of time for drivers and VPAs to read and become familiar with individual needs of CYP.</li><li>• Schools not involved in grouping of CYP decisions - poor grouping of CYP.</li><li>• Scrutiny of trickle down of info within operators, poor culture around safety standards.</li><li>• No Escort in a taxi with several children with complex needs</li><li>• High levels of stress for CYP due to length of time on vehicles- exceeding govt guidelines</li><li>• CYP embarking and disembarking vehicles on busy roads.</li><li>• CYP with behavioural issues sitting in the front of vehicles.</li></ul>
<b>Inappropriate transport</b>
<ul style="list-style-type: none"><li>• Children with complex needs placed with other children with whom there could be difficulties.</li><li>• Inadequate space for wheelchairs.</li><li>• Lack of appropriate transport for CYP with powerchairs.</li></ul>
<b>No transport in place</b>
<ul style="list-style-type: none"><li>• Parents not being told of no transport until last minute</li><li>• Parents having to take time off work or find support elsewhere to get children to school</li><li>• No reassurance of replacement transport being supplied for several weeks</li><li>• CYP whose transport has been arranged not being picked up by the arranged taxi.</li><li>• Drivers and VPAs attempting to pick up the wrong CYP or not collecting both siblings.</li><li>• CYP being left in a vehicle whilst a driver looks outside the vehicle for a child not travelling on the route.</li></ul>

<b>Reduced learning time</b>
<ul style="list-style-type: none"><li>• Children turning up late to school due to transport issues- reduced education and therapy times.</li><li>• Children unable to focus and learn due to stress from transport issues</li></ul>
<b>Journeys to respite or other addresses</b>
<ul style="list-style-type: none"><li>• Is the contract spec preventing this?</li><li>• Parents being told at the last minute their taxi can no longer pick up or drop off from respite- lack of consultation around this</li><li>• Parents unable to send their children to respite because of this</li><li>• Parents told at the last minute that their child can't be dropped off or picked up from alternative addresses such as Grandparent's houses making childcare a major issue</li><li>• Equalities issues around being able to work, accessing short breaks, respite etc</li><li>• PaCC raises a concern over a lack of joined up thinking with other BHCC teams eg: Social care, extended day, after school clubs, commissioned short breaks services etc</li></ul>
<b>Long Term Issues</b>
<b>Review of what went wrong</b>
<ul style="list-style-type: none"><li>• Parent carer survey</li><li>• Public meeting.</li><li>• Evidence for the community that this won't happen again- what processes to ensure?</li></ul>
<b>Commission process:</b>
<ul style="list-style-type: none"><li>• Dynamic Purchase System model- and length of operator contracts.</li><li>• Use of outside consultancy- value for money?</li><li>• Taxi operator's inability to finance appropriate vehicles as no long term incentive.</li><li>• Tender information for providers eg: routes</li></ul>

**Budget decisions impacting sustainability of home to school transport**

- Co-production of tender process with parent carers from beginning to end.
- Value for money of external contractors?
- Agreed coproduced action plan including comms going forward.

Additional ask:

1. Funding for PaCC to collate all current feedback and undertake a survey and meeting.
2. Funding for PaCC to undertake rag rated co-production with accompanying narrative.