

# School Transport Policy 2023 consultation

## Summary of headline findings

Insight contact	Nikki Lloyd, Dave Foley, Katharine Hughes
Date/Version	22 December 2023
Reference	IEU200

## Background

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Hampshire County Council (the County Council) is considering ways to arrange more flexible school transport arrangements for children and young people that respond to their changing needs, service demand and external market pressures. In addition, the County Council proposes updating its School Transport Policy to reflect current government policy and simplify the information presented in it.

The following changes are being proposed to enable the County Council's School Transport Service to adapt to the changing operator market and needs of service users, while delivering strong value for money:

- **Proposal One:** For Personal Transport Budgets (PTB) to be available to families where a child or young person's needs or circumstances mean that suitable transport is difficult to find, or not available at all, in the local operator market
- **Proposal Two:** Development and delivery of an Independent Travel Training service for children and young people (CYP) with Special Educational Needs and Disabilities (SEND) who may be capable of travelling independently to their place of education
- **Proposal Three:** The regular review of the provision of Passenger Assistants
- **Proposal Four:** Where parents are required to make a financial contribution towards discretionary school transport arrangements, to increase this contribution in line with inflation (Consumer Price Index (CPI)) from September 2024, with inflation-linked increases also being applied in future years
- **Proposal Five:** Updating the Council's School Transport Policy to reflect current government policy and to be easier to understand

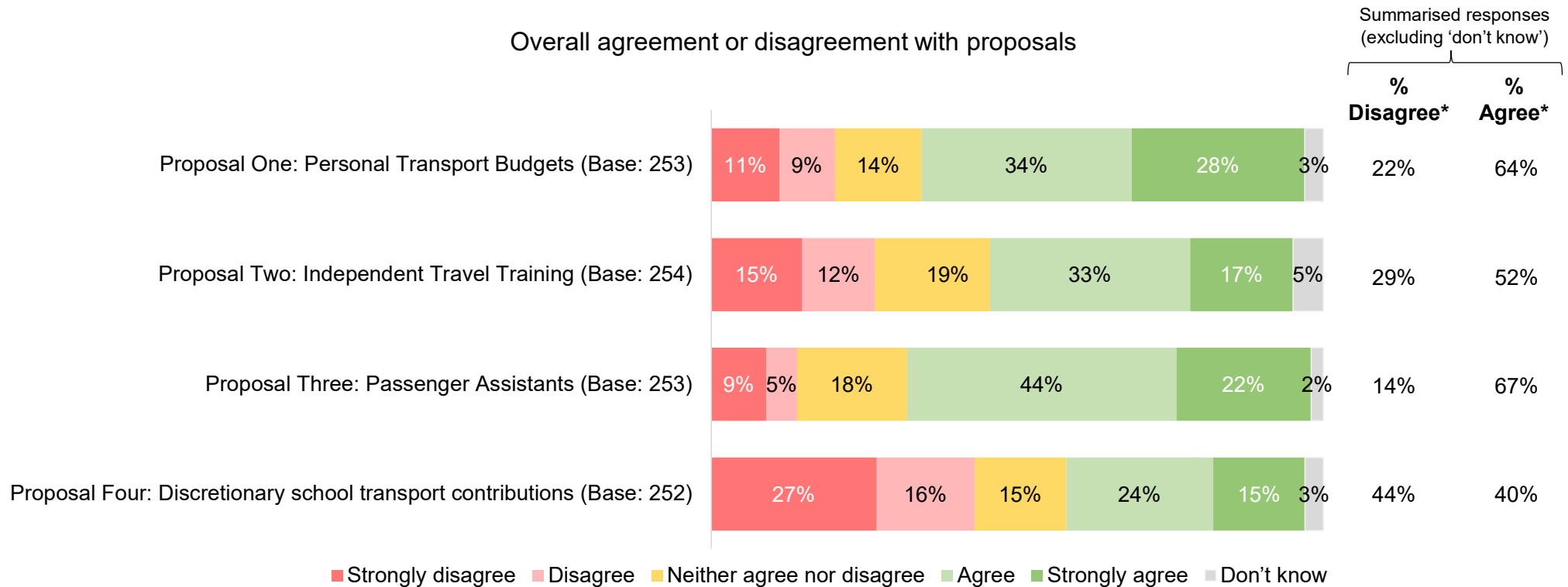
**A consultation was held between 30 October and 6 December 2023 to understand the views and feedback from parents, children and young people who may be affected by these proposals, as well as any other Hampshire residents or stakeholders with an interest. 265 responses were received in total (262 via the Response Form and three unstructured responses via email).**

**This report summarises the main findings from the consultation.**

\* References to "parent" in this document include birth parents, adoptive parents, foster parents, carers or legal guardians with parental responsibility.

**Agreement or disagreement with the proposals – Summary:** Among those respondents who expressed an opinion on the agreement scale, Proposal Three (Passenger Assistants) had the highest proportion agreeing (67%), whereas Proposal Four (Discretionary school transport contributions) had the lowest (40%).

Overall agreement or disagreement with proposals



NB. An agreement scale question was not asked for Proposal Five (Updating the School Transport Policy), instead respondents were provided with an open text box to give their feedback.

## Headline findings

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### **Proposal One (Personal Transport Budgets)**

- Almost two-thirds of those responding agreed with this proposal.
- Positive comments for this proposal centred around the proposal providing more flexibility for families by allowing them to choose transport that was best suited to their needs, as well as comments around it being more cost effective / economical.
- However, concerns were also raised, most often that the payments might not cover the full costs of transport and that there may not be sufficient suitable operators. Respondents particularly noted that the need to manage budgets may cause additional stress for families, especially working parents and those with other children to transport.

### **Proposal Two (Independent Travel Training)**

- Around half of those responding agreed with this proposal, with less than a third disagreeing. However, respondents with a Passenger Transport Assistant were more likely to disagree than agree.
- The most mentioned benefit of this proposal was that it would help children and young people to gain independence.
- The main concerns were around safety of the child / young person travelling alone and examples where a child would not be suitable for this type of training.

### **Proposal Three (Regular review of Passenger Assistants)**

- Two-thirds of respondents agreed with this proposal, although agreement dropped to just under half amongst those with a Passenger Assistant.
- Positive comments noted that the idea felt sensible as students' needs change and it would mean those who need Passenger Assistants the most would have greater access. However, respondents emphasised that the decision must be made in the best interests of each child and in consultation with their family.
- The main concerns included comments around safety concerns for the child / young person (CYP), and the potentially greater risk of the driver becoming distracted.

## Headline findings

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### Proposal Four (Inflation linked increase in parental contributions)

- Only 4 in 10 of those responding agreed with the proposal, with current School or Post-16 transport users even less likely to do so.
- Those stating their support for this proposal felt that it was right for contributions to increase to reflect the costs of running the service.
- The main concern about the increase was affordability for families, particularly given the current cost of living crisis, with families of children with SEND being most impacted.
- Some respondents suggested alternative ways that the contributions could be calculated, such as means testing, or basing the calculation on fuel or driver costs.

### Proposal Five (Updates to the School Transport Policy)

- 70 of the 262 respondents chose to comment on Proposal Five.
- Those who left positive comments acknowledged that clearer information that is easier to read and understand is a good thing and agreed that the policy should align with the Department for Education (DfE) guidance.
- Negative comments mostly focussed on the Policy generally rather than the specific changes proposed. Overcomplexity leading to a lack of clarity was a key concern, with one respondent noting that they felt that some of the changes were misrepresented.

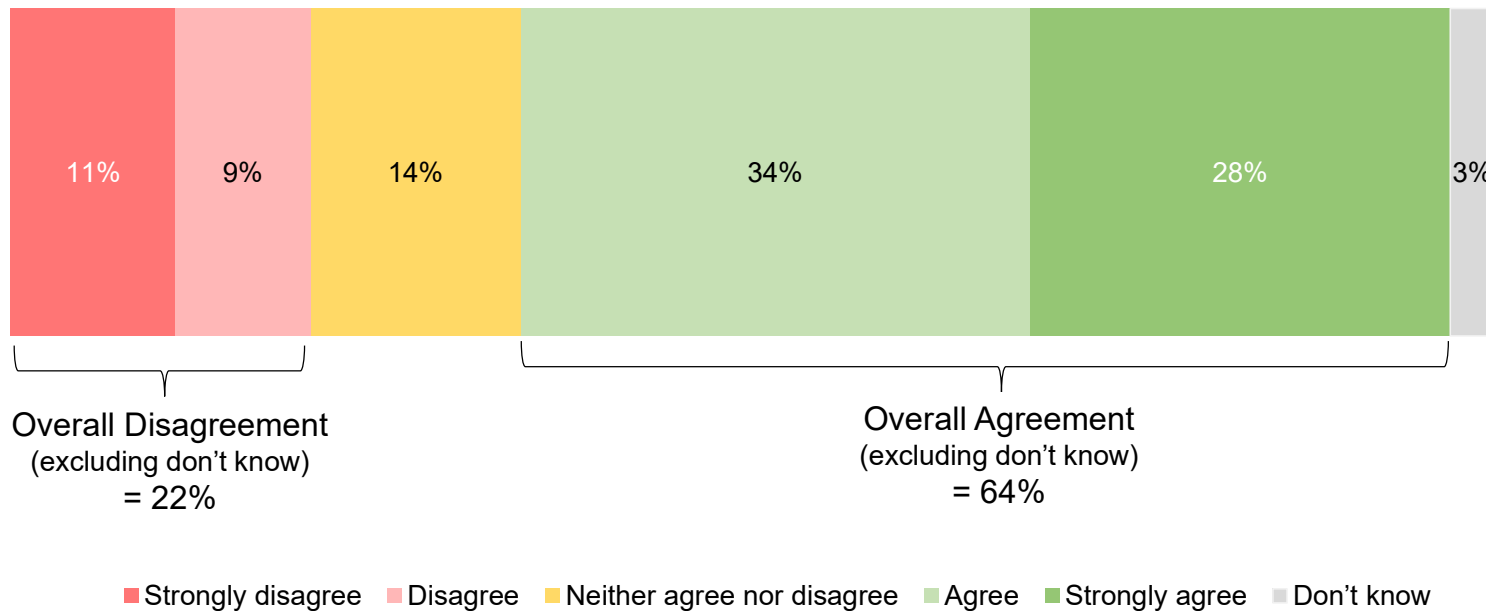
### Overall impacts

- Just over half of those responding mentioned the impact that the proposals may have, particularly on families and the service users themselves.
- The primary concern was for families on low incomes, those with children at multiple schools, working parents, rural families, split families and those with medical needs or disabilities.
- Some respondents felt that service users may be impacted if the changes meant that they would be unable to attend a specialist school or have to change schools, and highlighted the potential for reduced attendance at school, and increased stress / anxiety from travelling on public transport or due to having to change their current routine.

**Proposal One:** For Personal Transport Budgets (PTB) to be available to families where a child or young person's needs or circumstances mean that suitable transport is difficult to find, or not available at all, in the local operator market

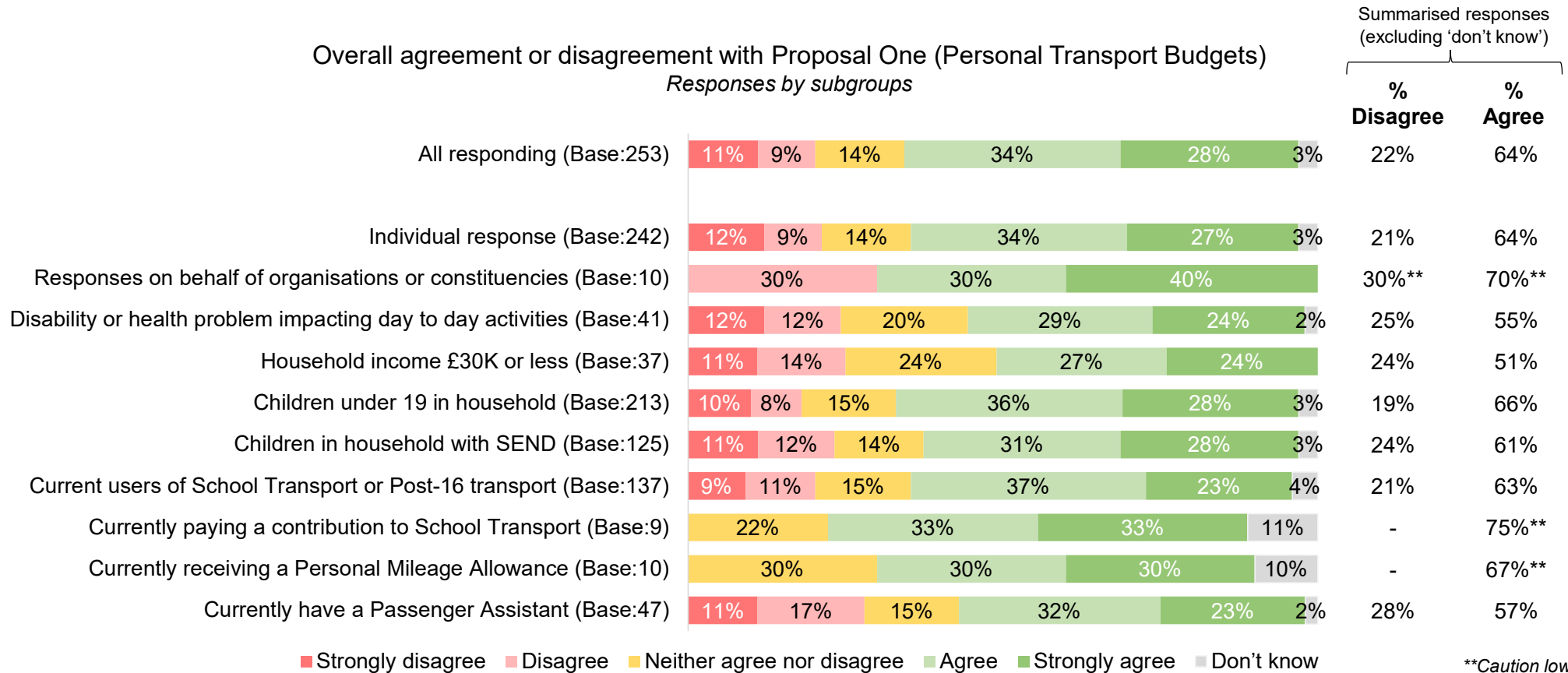
**Agreement with Proposal One:** Almost two-thirds (64%) of respondents who expressed an opinion agreed with the proposal for Personal Transport Budgets (PTB) to be available to families where a child or young person's needs or circumstances mean that suitable transport is difficult to find, or not available at all, in the local operator market.

Overall agreement or disagreement with Proposal One (Personal Transport Budgets)  
All responding (Base:253)



**Agreement with Proposal One:** Among each of the subgroups of interest, over half who expressed an opinion agreed with Proposal One, although agreement levels were slightly lower for those with disabilities or health problems affecting their day-to-day activities, and those with household incomes of £30K or less.

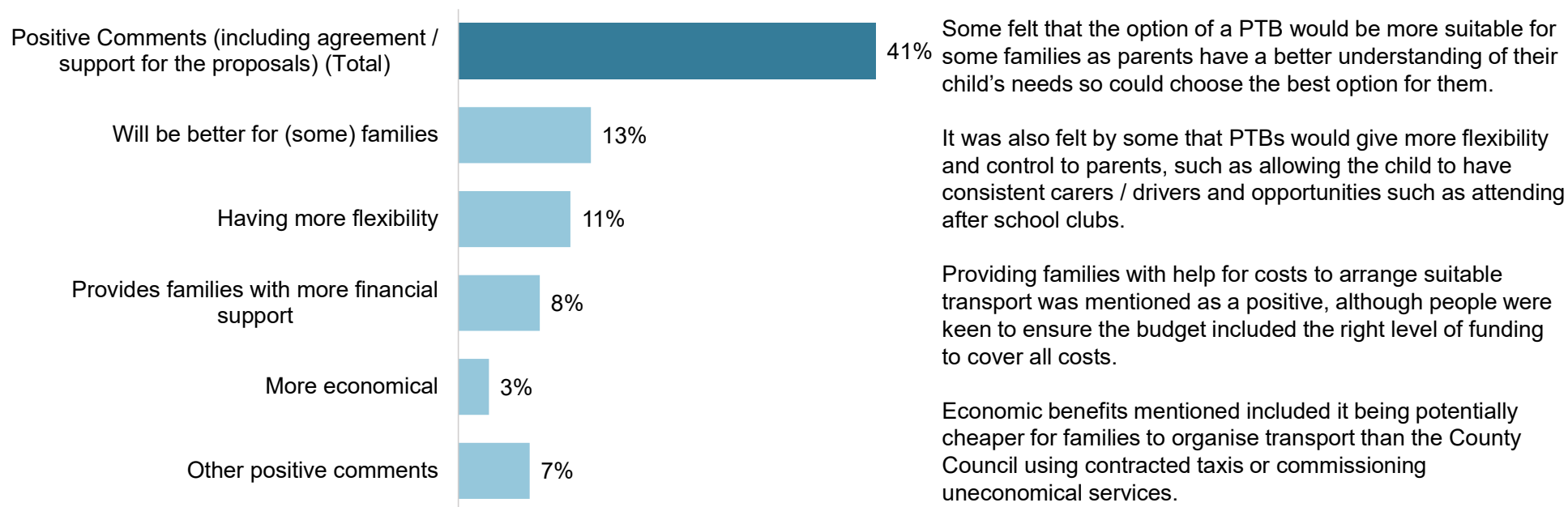
Overall agreement or disagreement with Proposal One (Personal Transport Budgets)  
Responses by subgroups





**Positive comments / support for Proposal One (Personal Transport Budgets)** included mentions that this option might be more suitable for some families, the benefit of greater flexibility, that it would help with the costs of finding suitable transport and could be cheaper and quicker for families to organise rather than the County Council doing so.

Reason(s) for answer to Proposal One (Personal Transport Budgets)  
(Quantified verbatim - multi-code, Base: 126)



*All comments have been read, analysed and provided to the School Transport Service.*

## Slide 9

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**FDO** We often include examples of comments after coded questions - it can help to add context to the info we provide, and demonstrate that we have listened; are we planning to include some here?

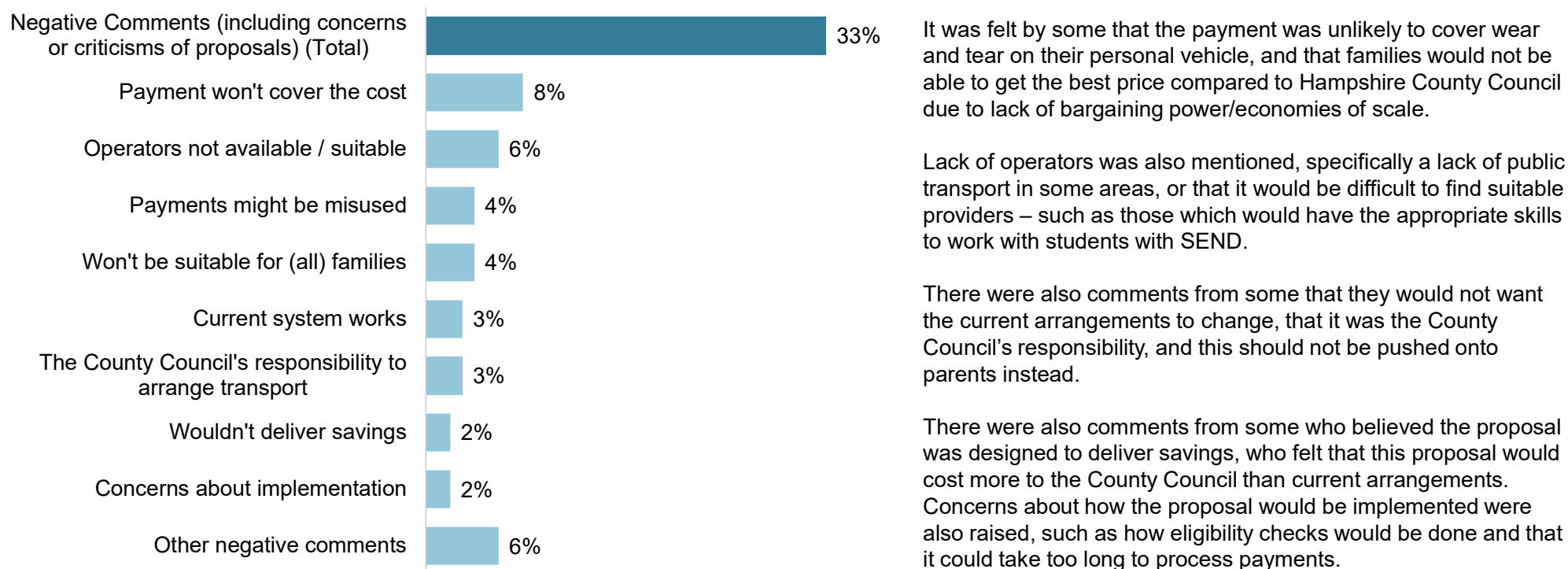
Foley, Dave, 2023-12-22T16:16:35.265

**HK0 0** I think time is against us here Dave, given the limited turnaround time for this report.

Hughes, Katharine, 2023-12-22T18:35:37.689

**Opposition or concerns about Proposal One (Personal Transport Budgets)** included comments that the PTB might not cover the full cost of transporting the child or young person, concerns that there would not be any suitable operators, that payments would not be used for transport, and concerns this option would not be suitable for everyone.

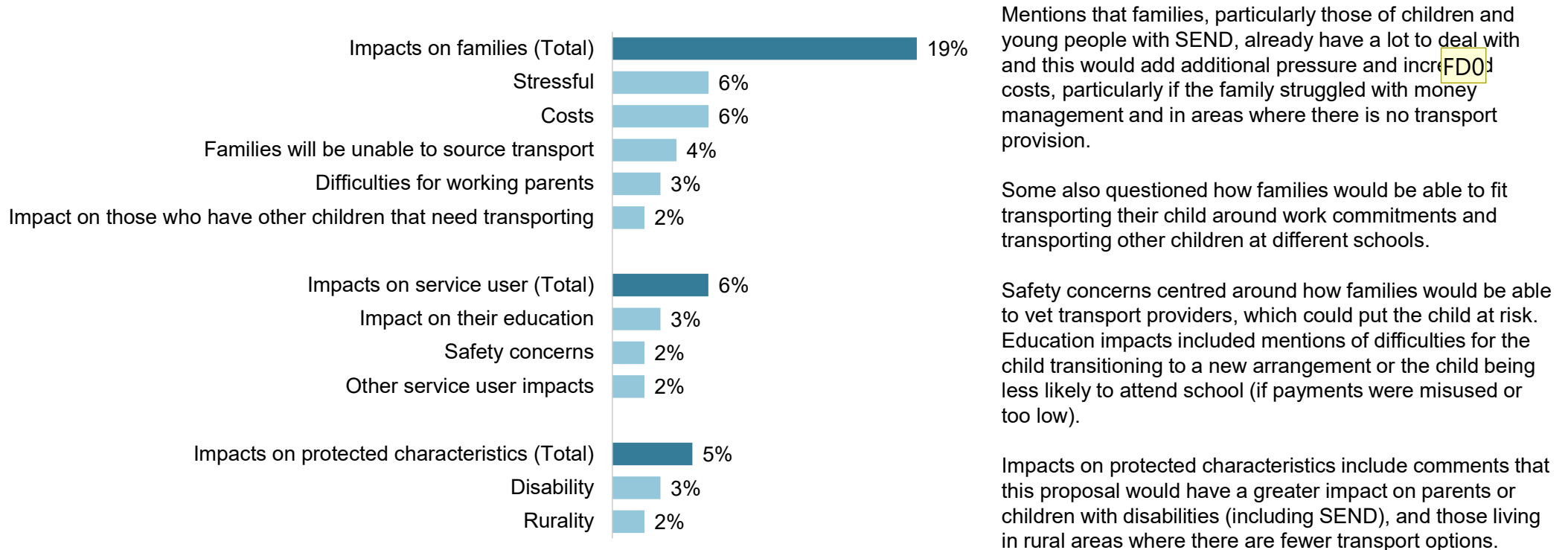
Reason(s) for answer to Proposal One (Personal Transport Budgets)  
(Quantified verbatim - multi-code, Base: 126)



*All comments have been read, analysed and provided to the School Transport Service.*

**Perceived impacts of Proposal One (Personal Transport Budgets):** included additional stress for families, particularly for working parents and those with other children to transport, impacts on education and safety for the service user, and impacts on those with disabilities and those living in rural areas.

Reason(s) for answer to Proposal One (Personal Transport Budgets)  
(Quantified verbatim - multi-code, Base: 126)



*All comments have been read, analysed and provided to the School Transport Service.*

## Slide 11

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**FDO** "Enough" feels emotive and conclusive - maybe "a lot" would work?

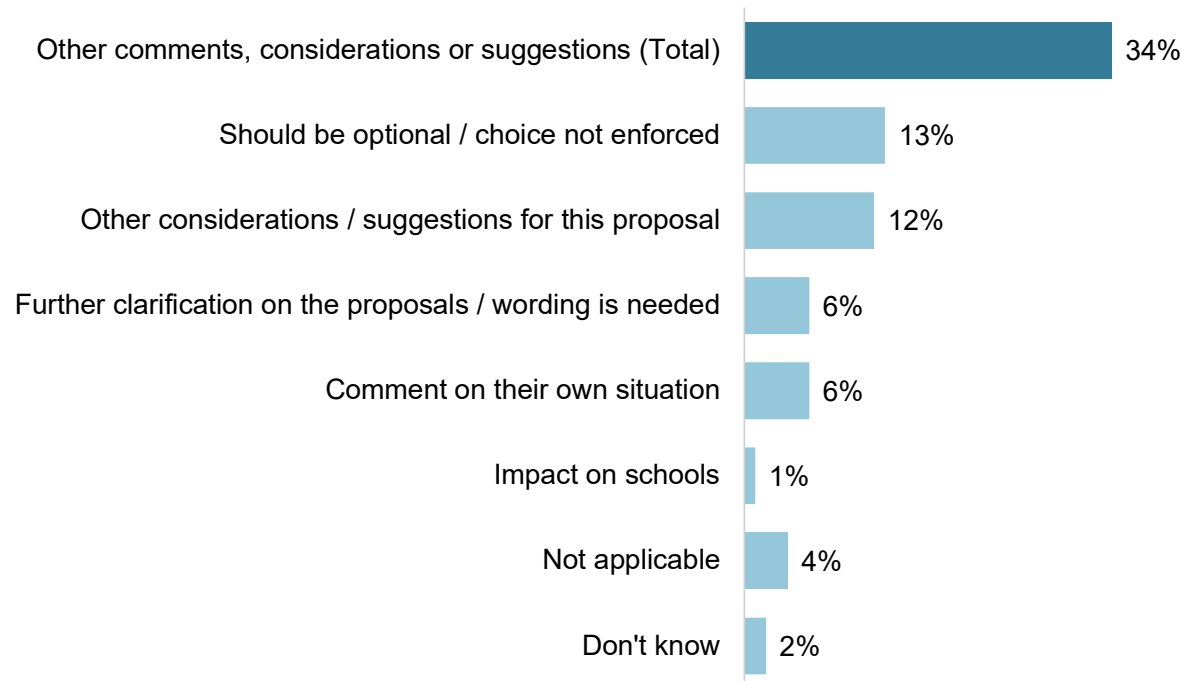
Foley, Dave, 2023-12-28T08:42:48.934

**LN0 0** Agree, have changed

Lloyd, Nikki, 2024-01-02T10:05:30.187

**Other comments, considerations or suggestions about Proposal One (Personal Transport Budgets):** included mentions that a PTB should be optional for families and not enforced, concerns about the range of alternative transport options and areas where further clarification is needed.

Reason(s) for answer to Proposal One (Personal Transport Budgets)  
(Quantified verbatim - multi-code, Base: 126)



**Other considerations/suggestions included:** more direct routes on public transport needed, request for a list of approved (taxi) firms, suggestions for how payments should be provided (paid upfront to families versus parents to claim back costs, or payments to be made directly to the provider), some areas have limited transport options, options for top up funds or reducing funding if needed, payment should be based on mileage rather than a set budget.

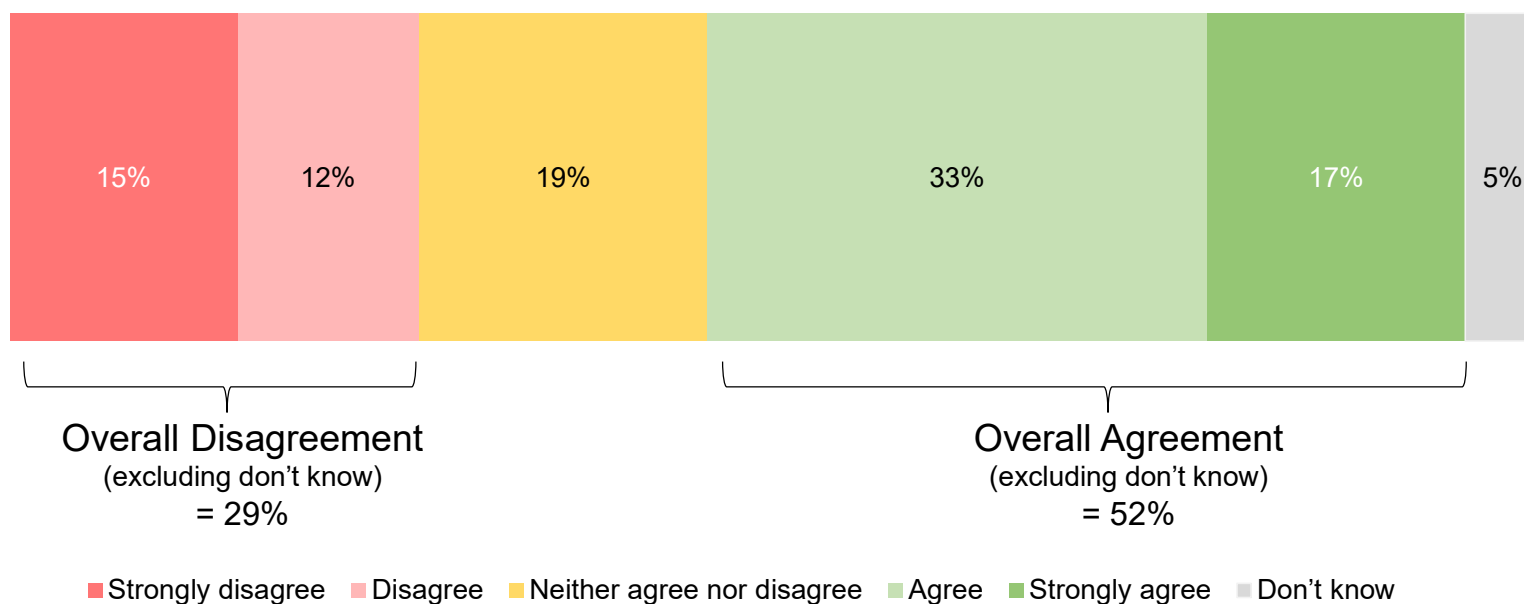
**Requests for further clarification included:** more on the difference between PTB and Personal Mileage Allowance (PMA), more detail on how it would save money, how would 'suitable' be defined, what are the reasons why the County Council would not be able to find transport, how would this proposal improve access to schools, whether there would be any penalties on parents if children miss school due to this proposal / not being able to find suitable transport.

*All comments have been read, analysed and provided to the School Transport Service.*

**Proposal Two:** Development and delivery of an Independent Travel Training service for children and young people with Special Educational Needs and Disabilities (SEND) who may be capable of travelling independently to their place of education

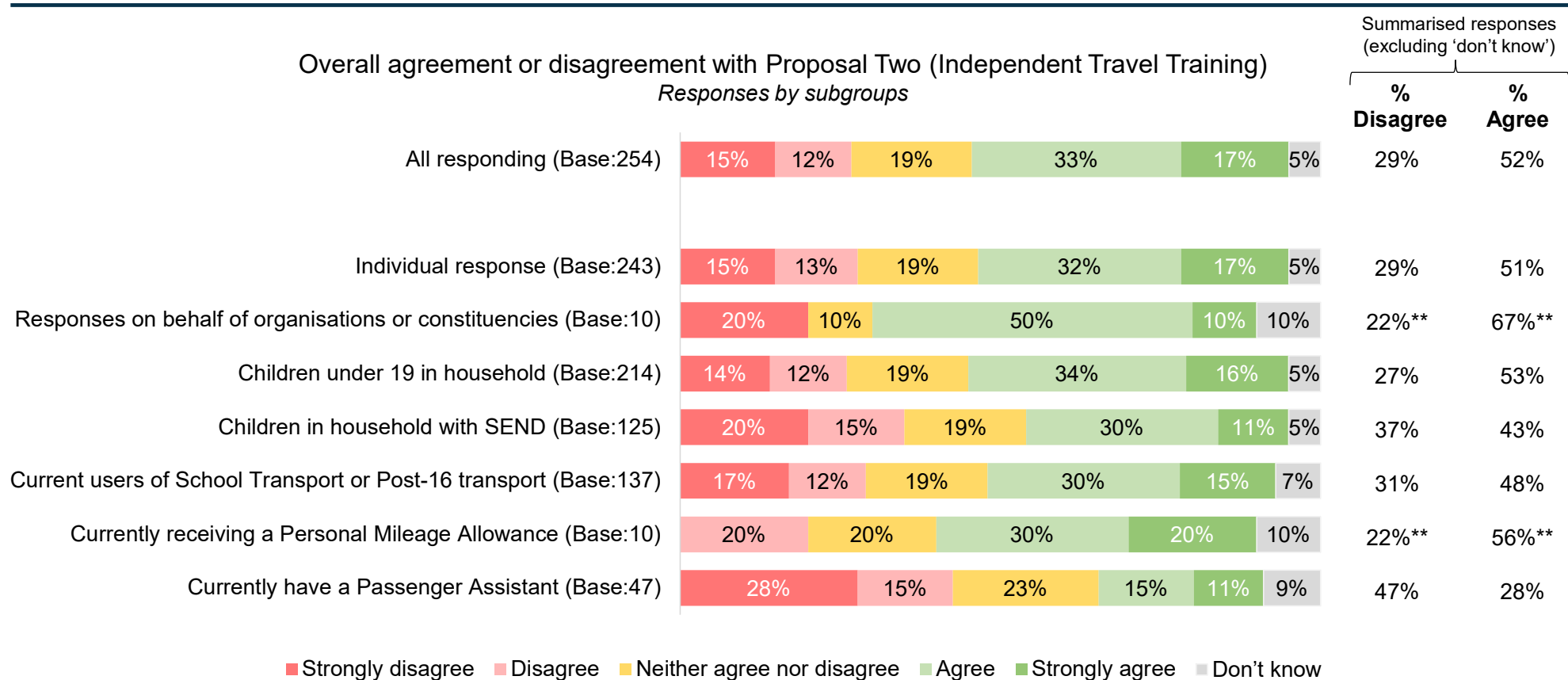
**Agreement with Proposal Two:** Around half (52%) of respondents who expressed an opinion agreed with the proposal to develop and deliver an Independent Travel Training service for children and young people (CYP) with Special Educational Needs and Disabilities (SEND) who may be capable of travelling independently to their place of education.

Overall agreement or disagreement with Proposal Two (Independent Travel Training)  
All responding (Base: 254)





**Agreement with Proposal Two:** Those respondents with a Passenger Assistant had much lower levels of agreement with this proposal, with less than 3 in 10 (28%) agreeing and almost half (47%) disagreeing.

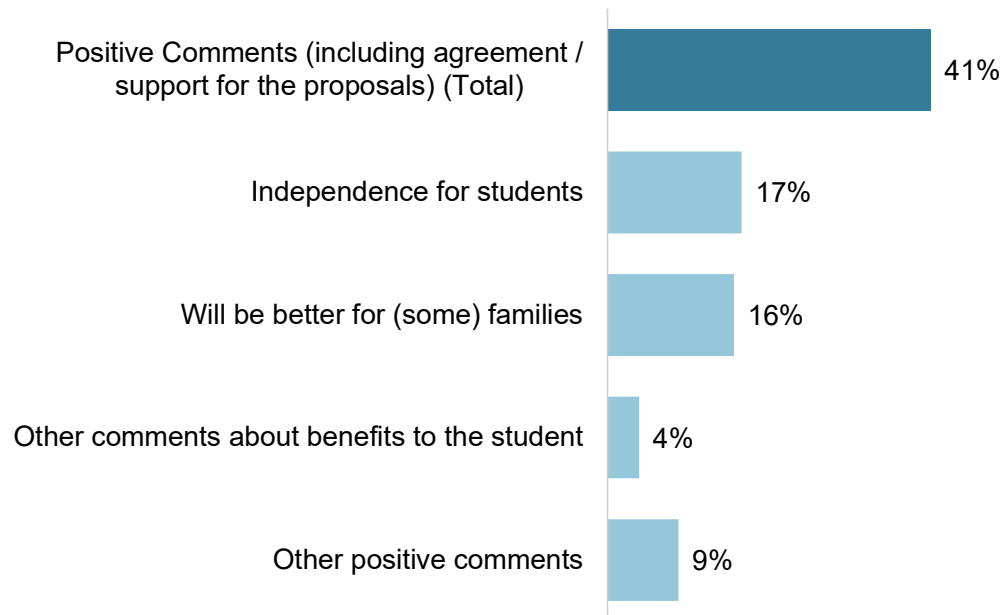


\*\*Caution low base size

\* Percentage base size excludes those who answered 'Don't know'

**Positive comments / support for Proposal Two (Independent Travel Training):** The most mentioned benefit of this proposal was that it could help children and young people to gain independence. It was also recognised by some respondents that providing training could be beneficial to some families.

Reason(s) for answer to Proposal Two (Independent Travel Training)  
(Quantified verbatim - multi-code, Base: 120)



Where comments were made about Independent Travel Training being better for some families, this included that it could help working parents, and that it could be better for those who would be able to travel to school independently e.g., older children and for those who live close to their school.

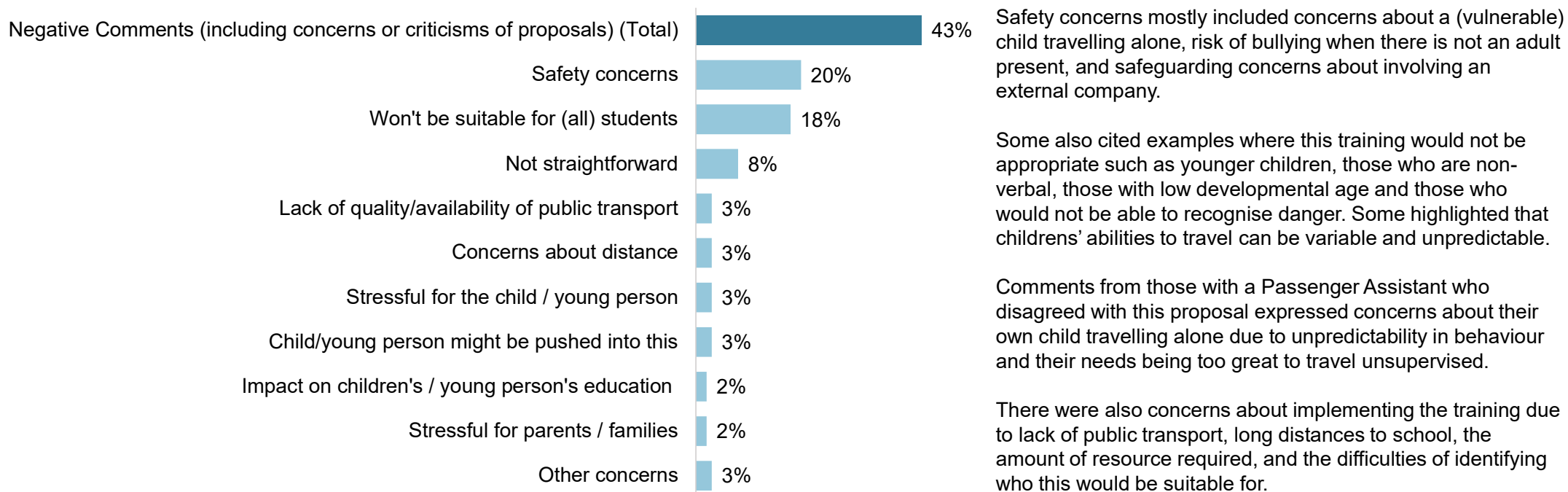
It was felt that independence for students could be enhanced by developing travel training skills, strengthening access to education and helping to make travel on public transport less scary for children with SEND.

Other positive comments included general non-specific support for the proposal, comments that it seemed like a sensible / logical idea, that it could provide reassurance for families and could free up resources for those who are unable to travel independently.

*All comments have been read, analysed and provided to the School Transport Service.*

**Opposition or concerns about Proposal Two (Independent Travel Training):** The main concerns about this proposal were around safety of the child / young person travelling alone and examples where a child would not be suitable for this type of training.

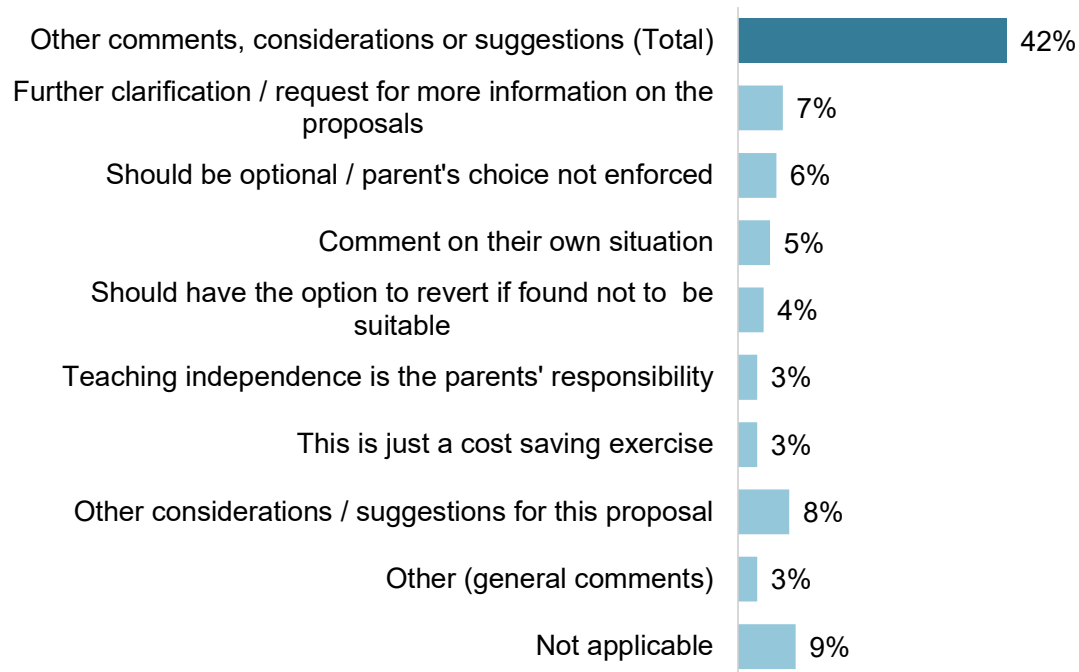
Reason(s) for answer to Proposal Two (Independent Travel Training)  
(Quantified verbatim - multi-code, Base: 120)



*All comments have been read, analysed and provided to the School Transport Service.*

**Other comments, considerations or suggestions about Proposal Two (Independent Travel Training)** included requests for further clarification or more detail on the proposal, reiterating that it should be optional and that families should have the opportunity to revert to current arrangements if needed.

Reason(s) for answer to Proposal Two (Independent Travel Training)  
(Quantified verbatim - multi-code, Base: 120)



Those who requested further information included clarification about how suitable children would be identified, how the training would work in practice, and where the liability would sit when proving a child was ready to travel alone.

There were also comments either requesting or reinforcing that the training should be optional, and it should be the choice of the parents. Some also mentioned that if it was found that the child was later unable to travel alone then they should have the option to revert to original travel arrangements.

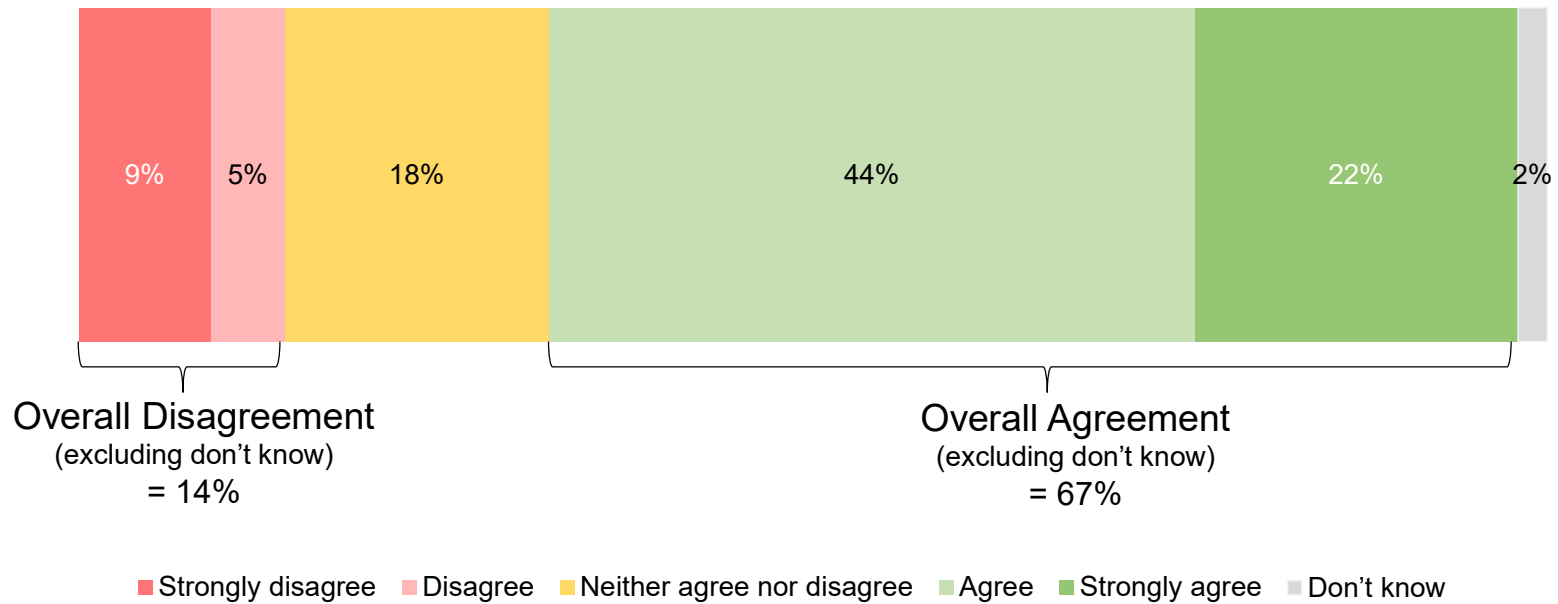
A small number also criticised the idea that independent travel training was the responsibility of the School Transport service, and that it should be the parent's responsibility. Some also argued that this proposal was just being done to save money, rather than for the benefit of the student.

*All comments have been read, analysed and provided to the School Transport Service.*

**Proposal Three:** The regular review of the provision of Passenger Assistants

**Agreement with Proposal Three:** Around two-thirds (67%) of respondents who expressed an opinion agreed with the proposal to regularly review the provision of Passenger Assistants.

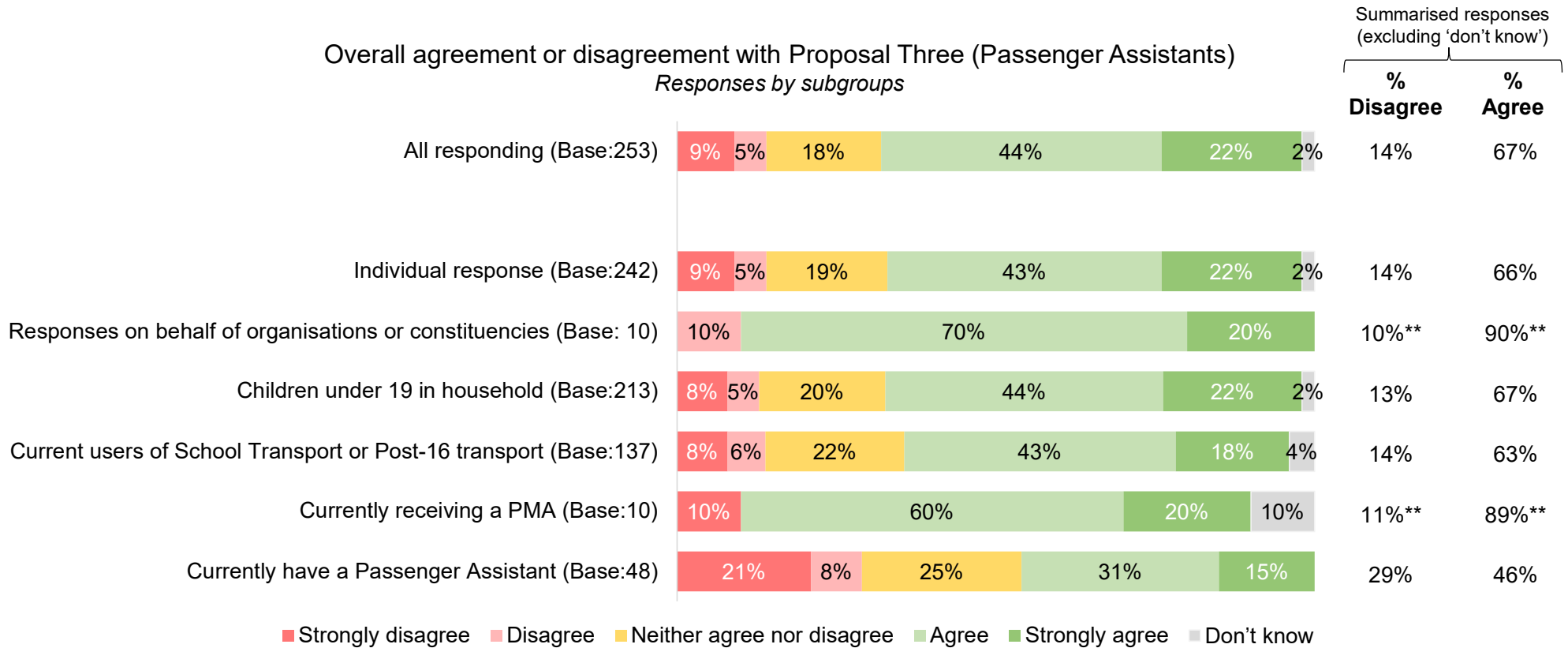
Overall agreement or disagreement with Proposal Three (Passenger Assistants)  
All responding (Base:253)



**Agreement with Proposal Three:** Respondents with a Passenger Assistant had lower levels of agreement with this proposal, with just under half (46%) of those who expressed an opinion agreeing to this proposal.

FDO

Overall agreement or disagreement with Proposal Three (Passenger Assistants)  
Responses by subgroups



\*\*Caution low base size

**Slide 21**

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**FD0**

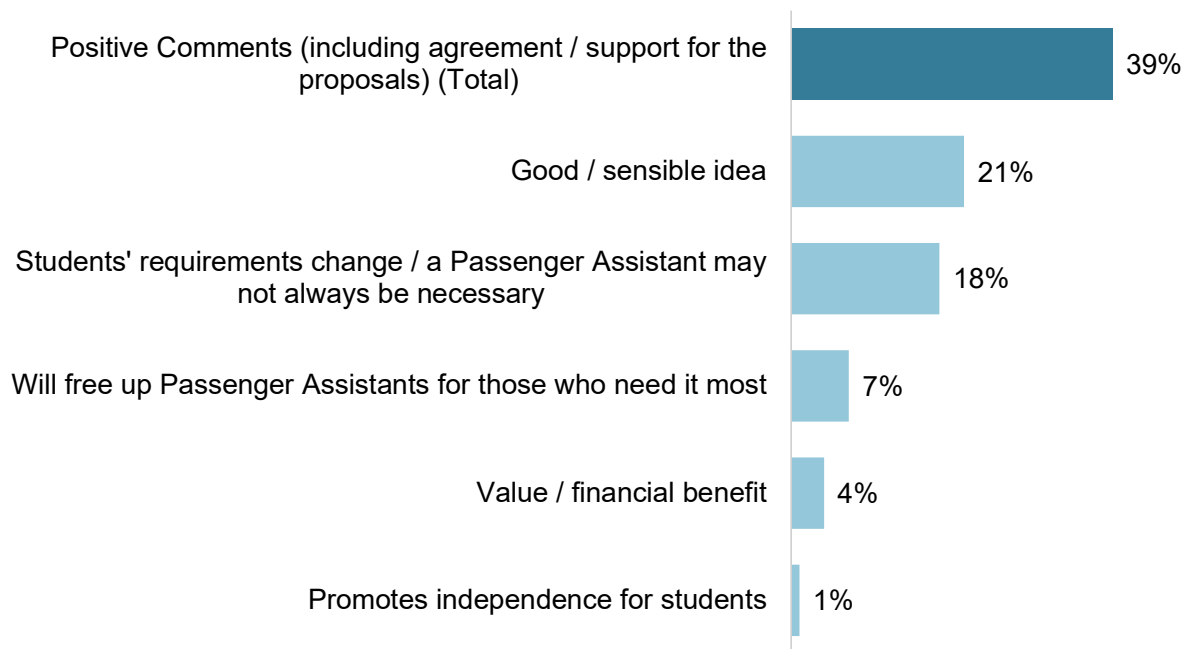
**Suggest making past tense**

Foley, Dave, 2023-12-28T08:54:06.531



**Positive comments / support for Proposal Three (Passenger Assistants):** Most of the positive feedback included comments agreeing that this seemed like a sensible idea as students' needs change and it would mean those who need Passenger Assistants the most would have greater access.

Reason(s) for answer to Proposal Three (Passenger Assistants)  
(Quantified verbatim - multi-code, Base: 102)



A number of respondents recognised that some individual students' needs may change (such as when they get older) so it makes sense to review their need for a Passenger Assistant regularly.

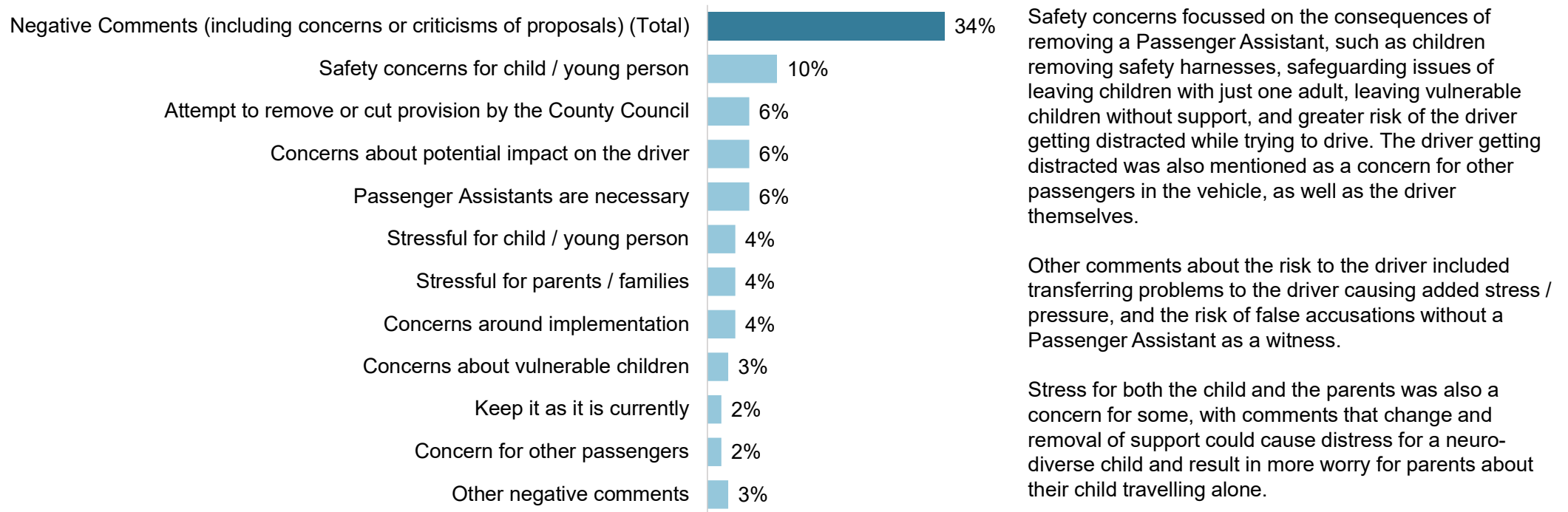
There were also comments mentioning that it can be hard to find Passenger Assistants currently so a review process could allow those who need them the most to access them.

Financial benefits included that it is important to keep an eye on where money is being spent rather than providing a service to some where it is no longer required.

*All comments have been read, analysed and provided to the School Transport Service.*

**Opposition or concerns about Proposal Three (Passenger Assistants):** The main concerns included comments around safety concerns for the child / young person (CYP), as well as impacts on the CYP, their family, the driver of the transport and other passengers in the vehicle if a Passenger Assistant was removed.

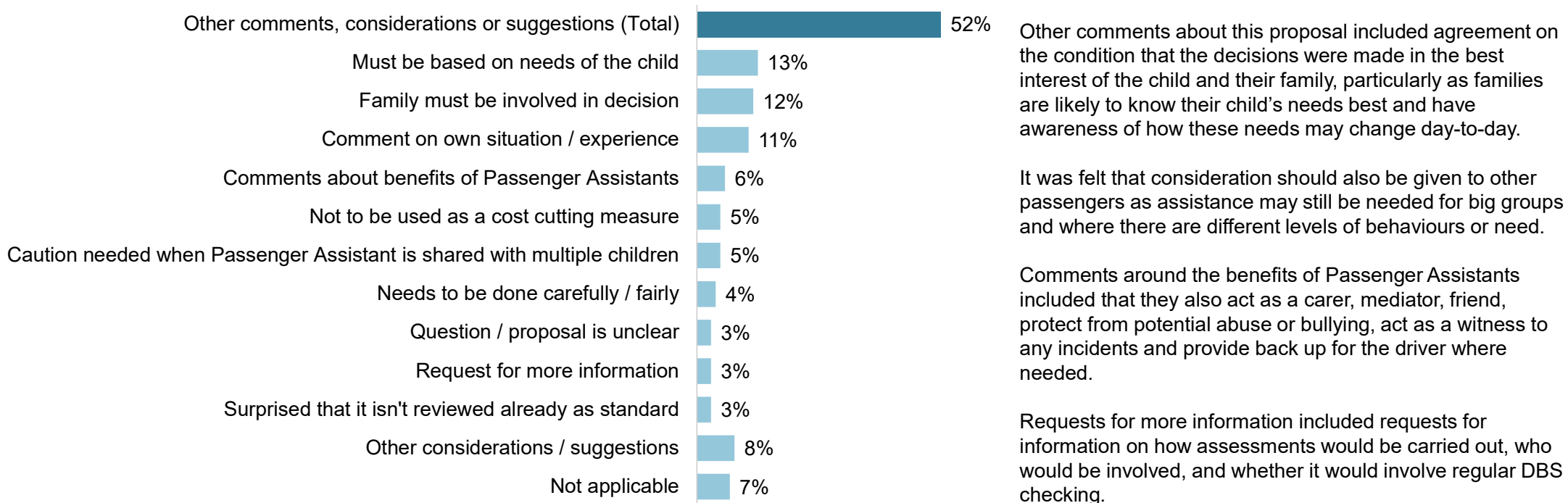
Reason(s) for answer to Proposal Three (Passenger Assistants)  
(Quantified verbatim - multi-code, Base: 102)



*All comments have been read, analysed and provided to the School Transport Service.*

**Other comments, considerations or suggestions about Proposal Three (Passenger Assistants):** Other feedback included that any review should be based on the needs of the child and in consultation with parents. Others took the opportunity to mention the benefits of a Passenger Assistant, as well as other considerations or further requests.

Reason(s) for answer to Proposal Three (Passenger Assistants)  
(Quantified verbatim - multi-code, Base: 102)

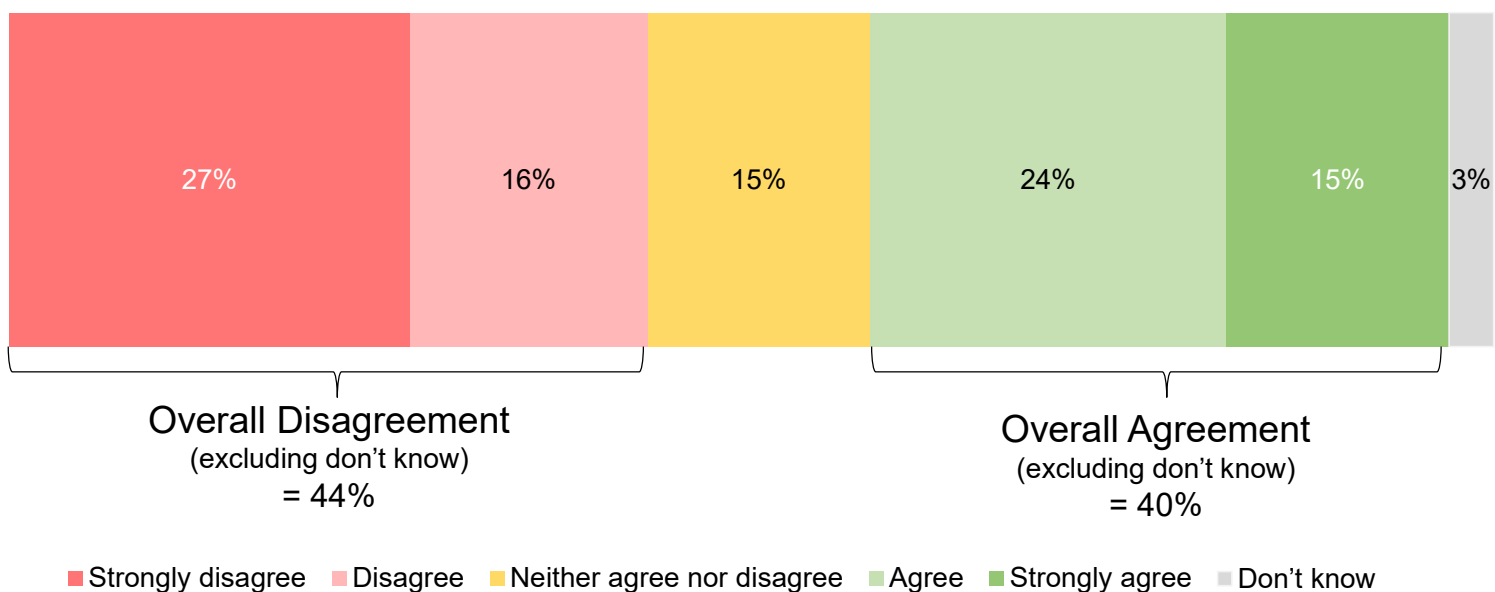


*All comments have been read, analysed and provided to the School Transport Service.*

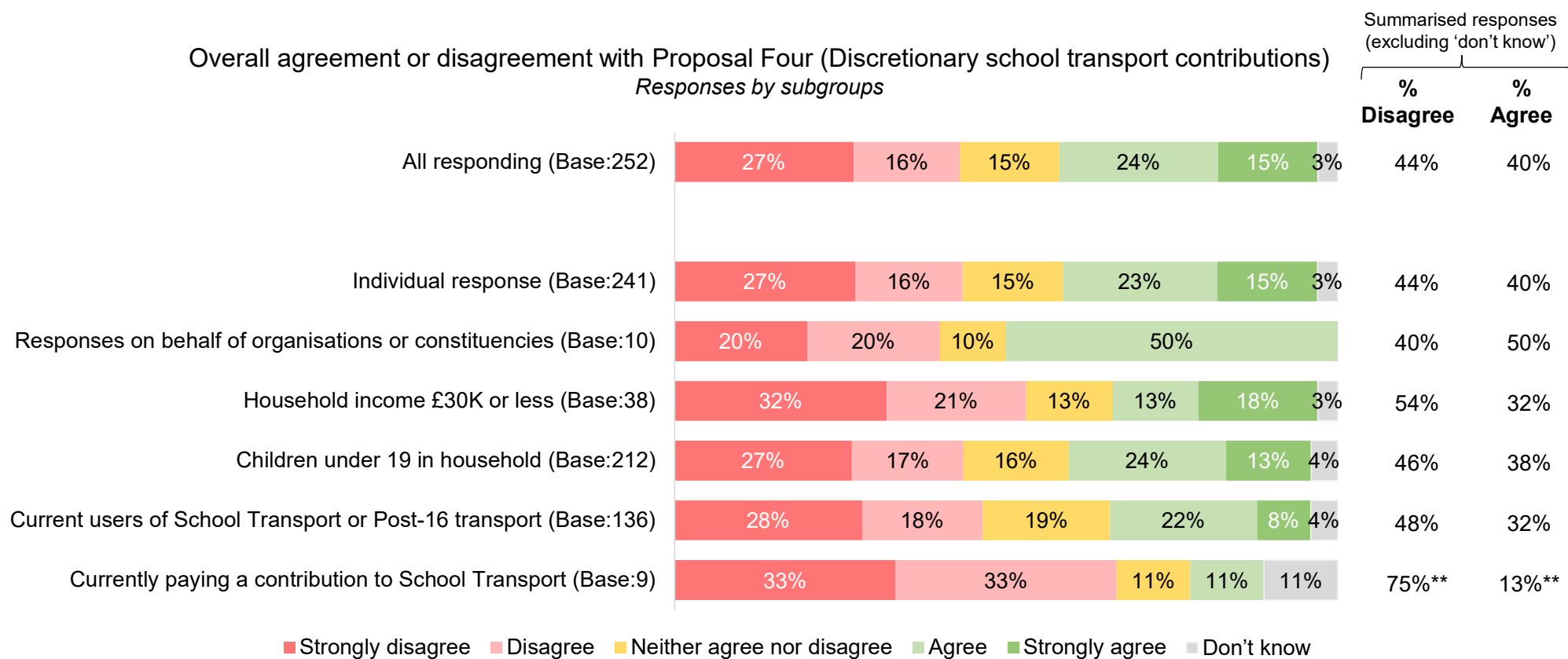
**Proposal Four:** Where parents are required to make a financial contribution towards discretionary school transport arrangements, to increase this contribution in line with inflation (Consumer Price Index (CPI)) from September 2024, with inflation-linked increases also being applied in future years

**Agreement with Proposal Four (Discretionary school transport contributions):** Only 4 in 10 (40%) of respondents who expressed an opinion agreed with the proposal to increase the contribution for discretionary school transport arrangements in line with inflation (CPI) from September 2024, with inflation-linked increases also being applied in future years.

Overall agreement or disagreement with Proposal Four (Discretionary school transport contributions)  
All responding (Base: 252)



**Agreement with Proposal Four (Discretionary school transport contributions):** Current users of School or Post-16 Transport were slightly less likely to agree with this proposal (32% versus 40% overall). Those currently paying a contribution to School Transport had the lowest level of agreement (13%). However, the base size for this group was very low.

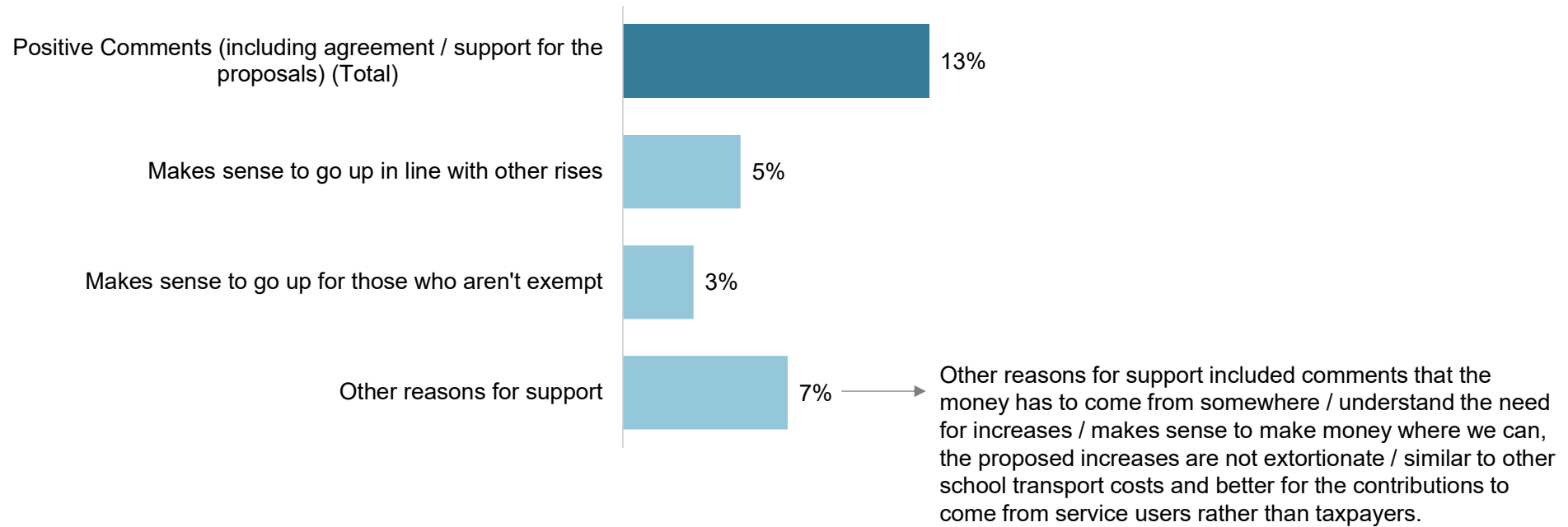


\*\*Caution low base size

**Positive comments / support for Proposal Four (Discretionary school transport contributions):** These included feedback that it made sense for contributions to go up due to other cost rises and money required to cover these.

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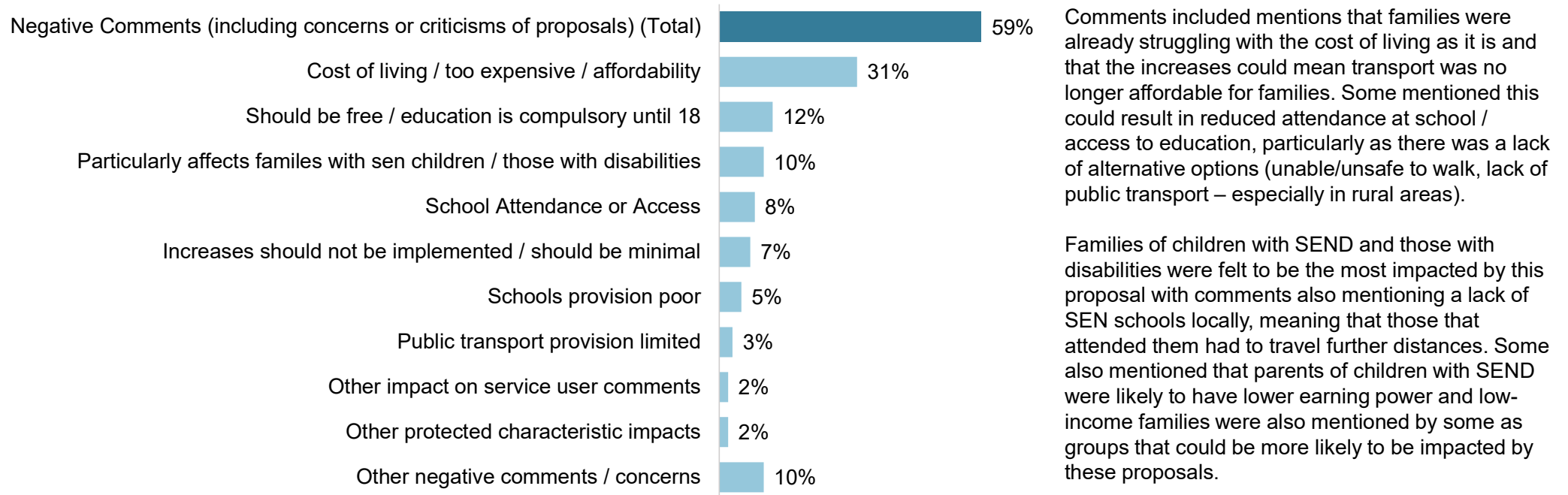
Reason(s) for answers to Proposal Four (Discretionary school transport contributions)  
(Quantified verbatim - multi-code, Base: 86)



*All comments have been read, analysed and provided to the School Transport Service.*

**Opposition or concerns about Proposal Four (Discretionary school transport contributions):** The main concerns were focussed on increased cost of living and concerns about affordability.

Reason(s) for answers to Proposal Four (Discretionary school transport contributions)  
(Quantified verbatim - multi-code, Base: 86)

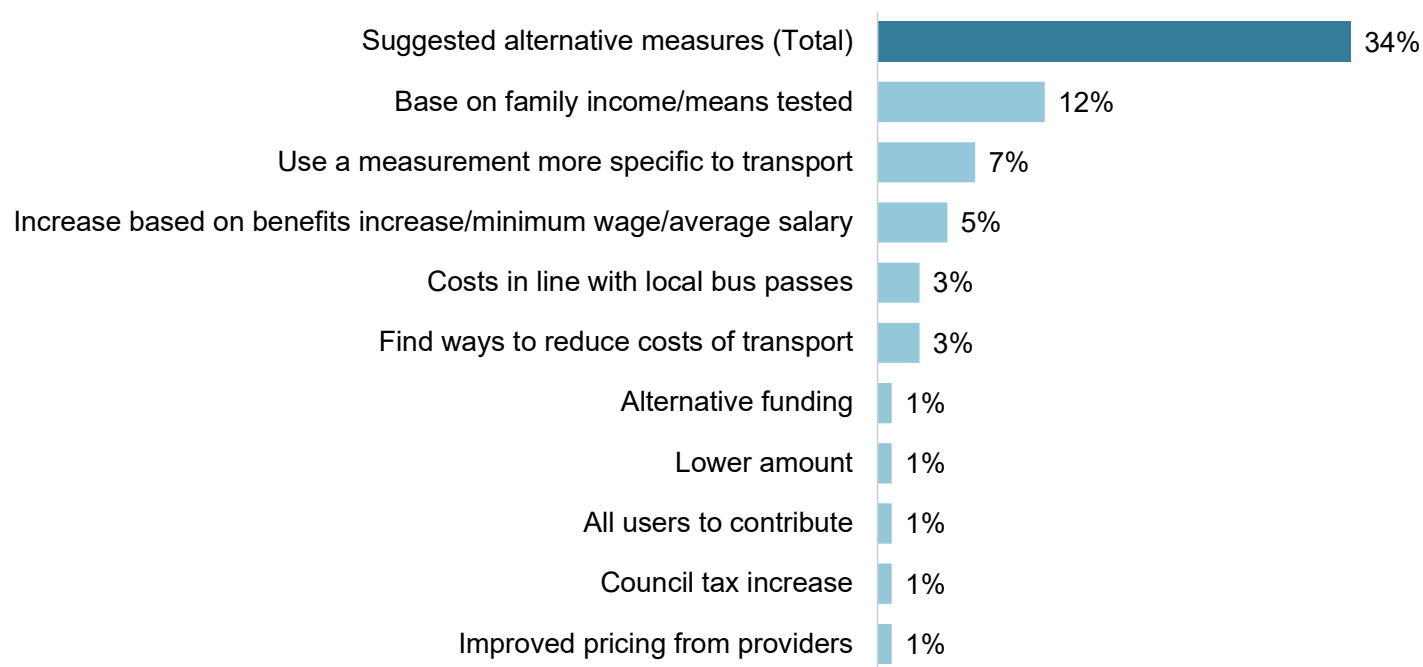


*All comments have been read, analysed and provided to the School Transport Service.*



**Suggested alternative measures to calculate any increases for discretionary transport:** Around 1 in 10 (12%) who gave a comment suggested that costs/any increase should be means tested. Other suggestions included measures more specific to transport (e.g. based on fuel or driver costs), other ways to reduce costs, or other ways to source funding.

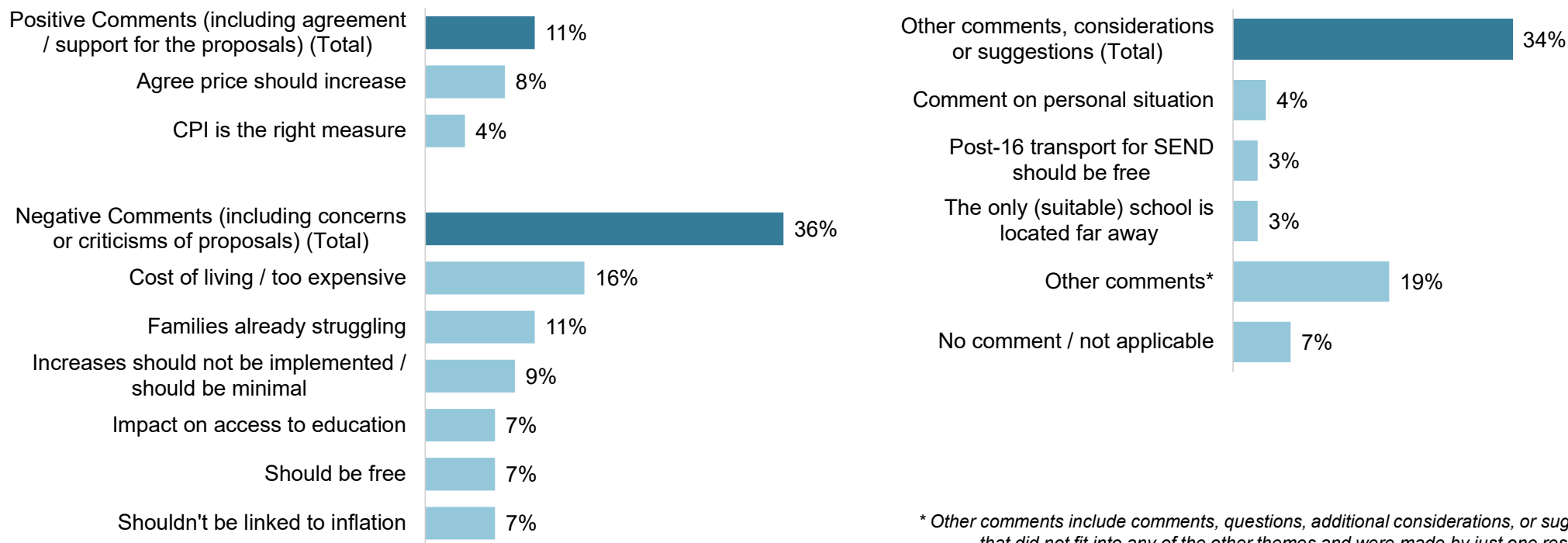
Suggested alternative measures to calculate any increases for discretionary school transport contributions  
(Quantified verbatim - multi-code, Base: 74)



*All comments have been read, analysed and provided to the School Transport Service.*

**Suggested alternative measures to calculate any increases for discretionary transport – other feedback:** When asked for suggestions for alternative measures some respondents used this opportunity to give feedback more generally on the proposal such as reasons for support, opposition or concerns, or other general comments on the topic.

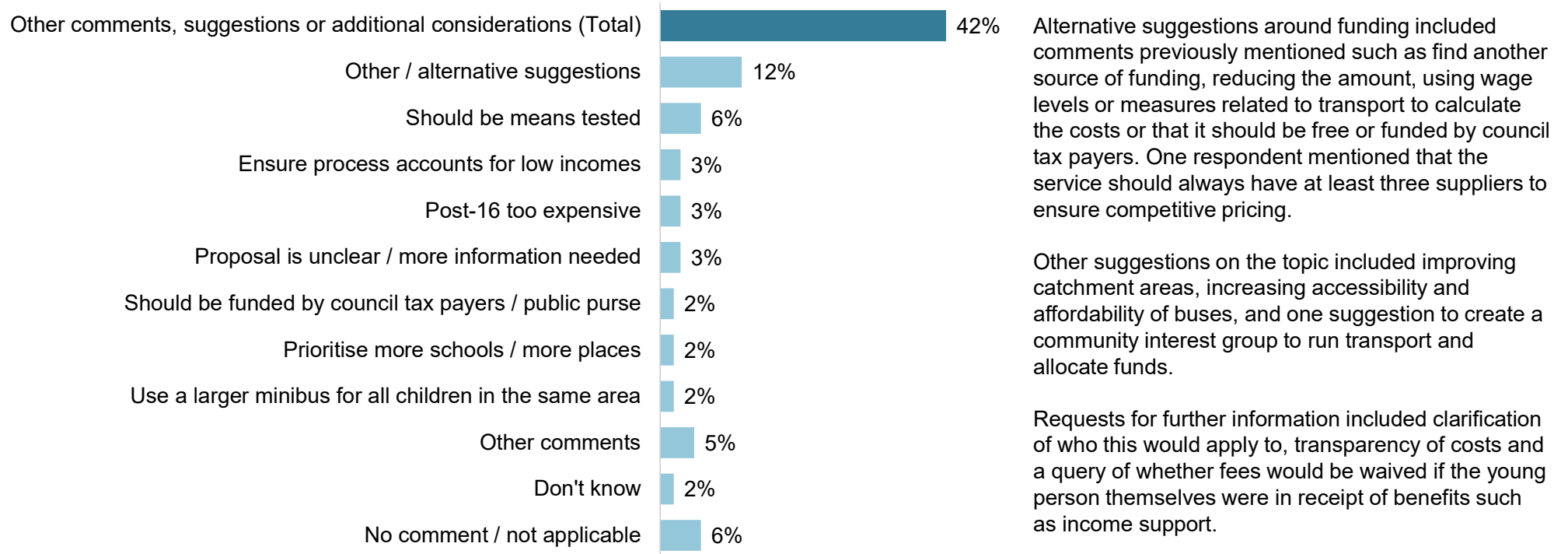
Suggested alternative measures to calculate any increases for discretionary school transport contributions – other feedback  
(Quantified verbatim - multi-code, Base: 74)



\* Other comments include comments, questions, additional considerations, or suggestions that did not fit into any of the other themes and were made by just one respondent. All comments have been read, analysed and provided to the School Transport Service.

**Other comments, considerations or suggestions about Proposal Four (Discretionary school transport contributions):** these included previously mentioned alternative suggestions around funding and how prices are calculated, as well as suggestions on how school travel could be improved more generally.

Reason(s) for answers to Proposal Four (Discretionary school transport contributions)  
(Quantified verbatim - multi-code, Base: 86)



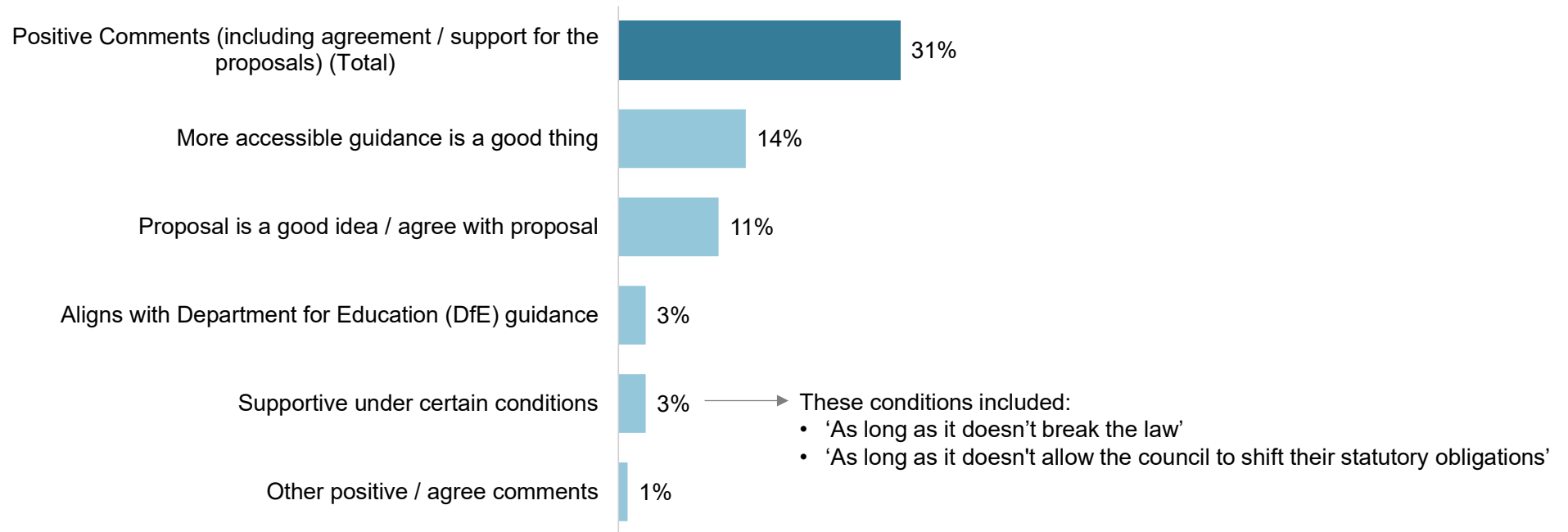
*All comments have been read, analysed and provided to the School Transport Service.*

**Proposal Five:** Updating the Council's School Transport Policy to reflect current government policy and to be easier to understand

**Positive comments / support for Proposal Five (Updating the School Transport Policy):** these included acknowledgement that clearer information that is easier to read and understand is a good thing, and agreement that the policy should align with the Department for Education (DfE) guidance.

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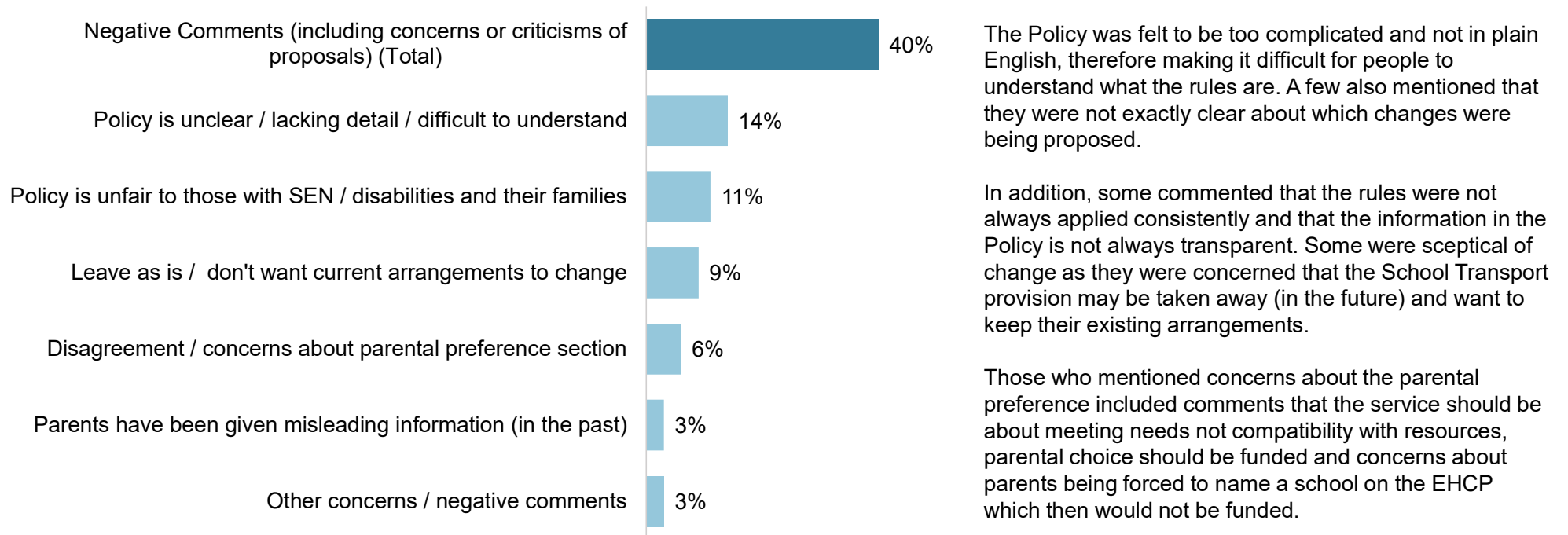
Reason(s) for answers to Proposal Five (Updating the School Transport Policy)  
(Quantified verbatim - multi-code, Base: 70)



*All comments have been read, analysed and provided to the School Transport Service.*

**Negative comments or concerns about Proposal Five (Updating the School Transport Policy):** The majority of these comments were about the Policy more generally, rather than specifically about the changes being proposed.

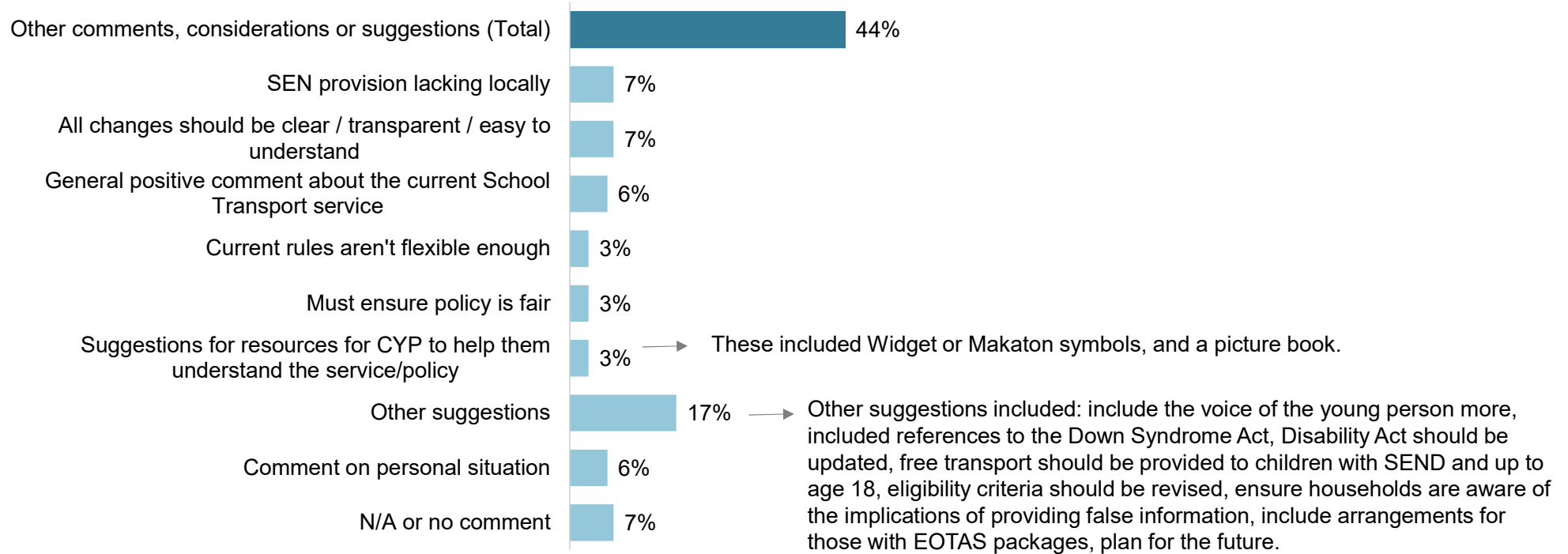
Feedback on Proposal Five (Updating the School Transport Policy)  
(Quantified verbatim - multi-code, Base: 70)



*All comments have been read, analysed and provided to the School Transport Service.*

**Other comments, considerations or suggestions about Proposal Five (Updating the School Transport Policy):** these included comments around the Policy or the service more generally and suggestions for changes.

Feedback on Proposal Five (Updating the School Transport Policy)  
(Quantified verbatim - multi-code, Base: 70)



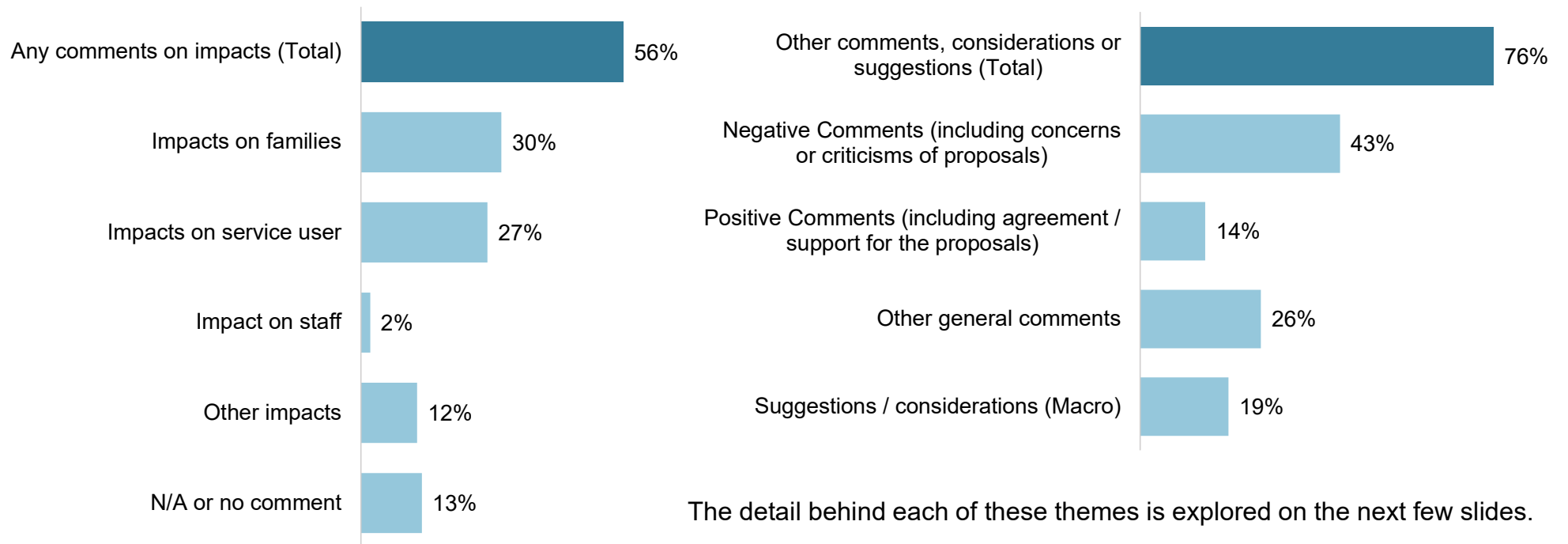
*All comments have been read, analysed and provided to the School Transport Service.*

## Impacts and further comments



**Perceived impacts of the proposals:** Just over half (56%) of those responding to this question provided comments on impacts, such as impacts on families, services users and staff. Around three-quarters (76%) provided comments, considerations or suggestions on the proposals or about the service more generally.

Perceived impacts the Policy for School Transport provisions in Hampshire may have  
(Quantified verbatim - multi-code, Base: 142)

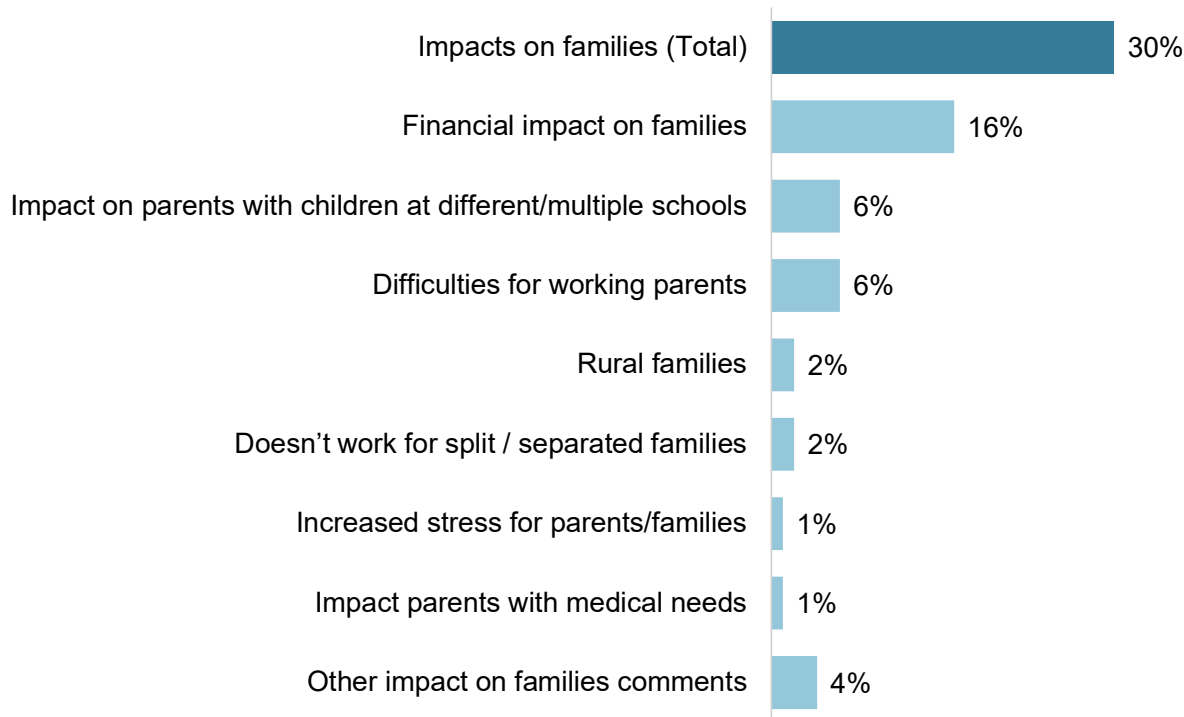


The detail behind each of these themes is explored on the next few slides.

*All comments have been read, analysed and provided to the School Transport Service.*

**Perceived impacts of the proposals on families:** Feedback included the types of families that any changes or reduction in provision might be more likely to affect, such as those on low incomes, those with children at multiple schools, working parents, rural families, split families and those with medical needs or disabilities.

Perceived impacts the Policy for School Transport provisions in Hampshire may have  
(Quantified verbatim - multi-code, Base: 142)



Financial impacts on families included comments about the increased costs (for discretionary transport or if existing transport arrangements were removed) and concern for those on low incomes or already struggling.

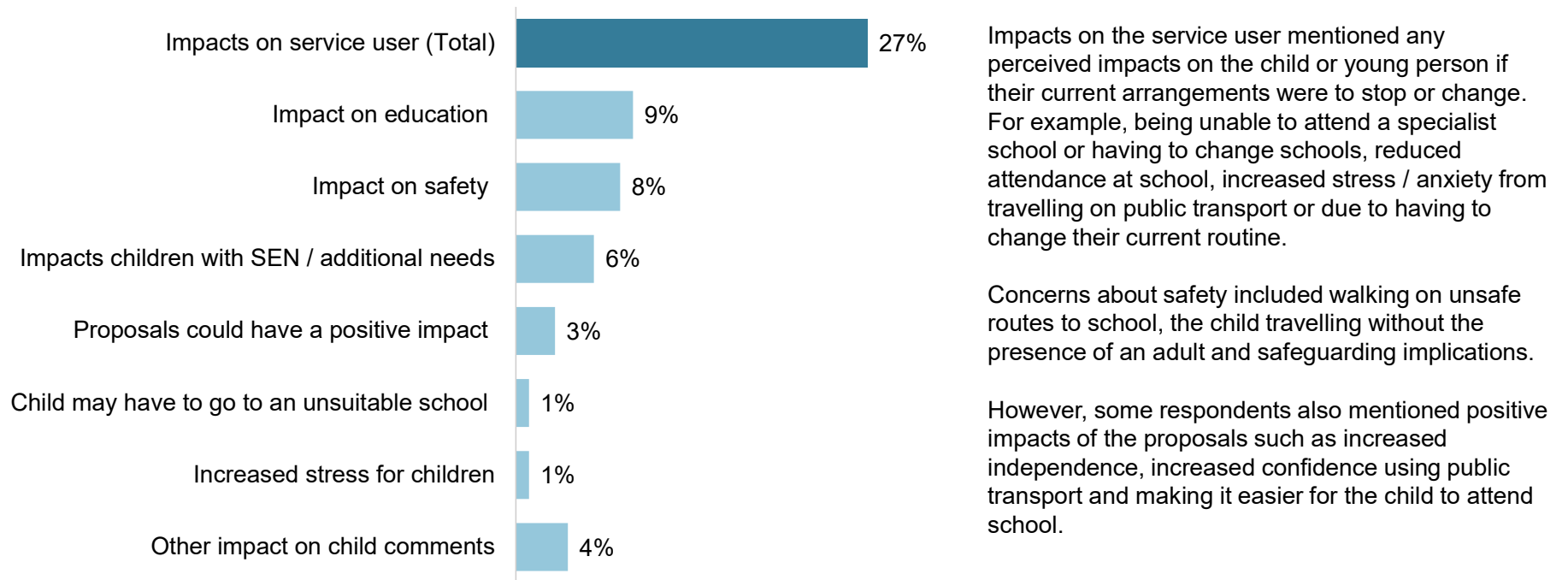
Other types of families mentioned as likely to be impacted by changes included those with children at multiple schools and working parents, that if their current School Transport arrangements stopped and they were required to transport their child then they would struggle to fit it all in and may have to change their working arrangements / stop work. It was also mentioned by some that contribution increases for parents with multiple children would get very expensive. Rural families were felt to be impacted due to a lack of alternative transport options in those areas,

In addition, there were mentions that the Policy does not take into consideration where parents have split and live in separate places. Transporting children to school was mentioned to be more challenging for single parents and parents with medical needs or mobility issues.

*All comments have been read, analysed and provided to the School Transport Service.*

**Perceived impacts of the proposals on service users:** Most of the feedback on potential impacts on service users did not reference individual proposals directly, so it is not always clear if the comments refer to specific proposals or the Policy more generally.

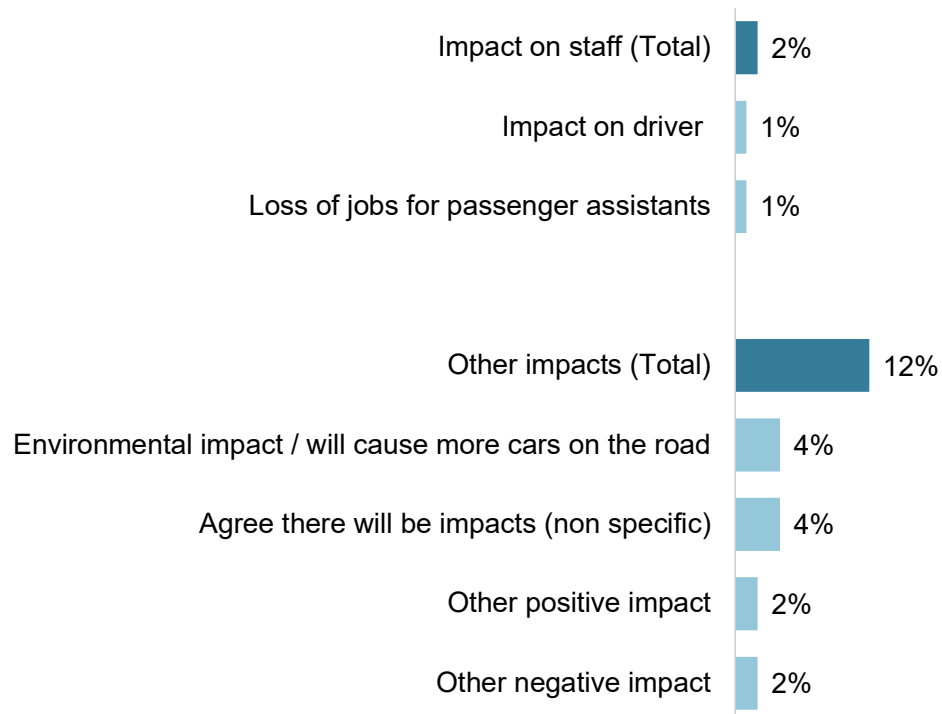
Perceived impacts the Policy for School Transport provisions in Hampshire may have  
(Quantified verbatim - multi-code, Base: 142)



*All comments have been read, analysed and provided to the School Transport Service.*

**Perceived impacts of the proposals on staff and other impacts:** Concerns for staff were focussed around potential impacts of Proposal Three (Reviewing Passenger Assistants). Other impacts included concerns about increased traffic on the road.

Perceived impacts the Policy for School Transport provisions in Hampshire may have  
(Quantified verbatim - multi-code, Base: 142)



Concerns about staff included comments about extra pressure on drivers if Passenger Assistants were removed, and concerns about Passenger Assistants losing their jobs.

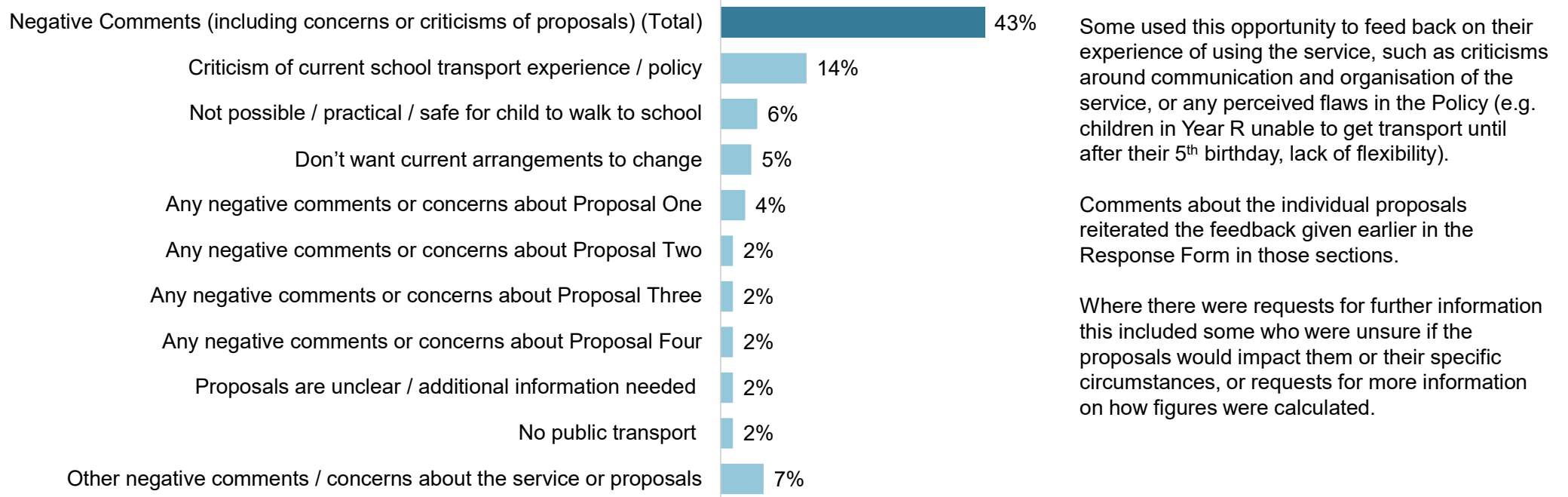
Other perceived impacts were the potential for increased numbers of cars on the roads if parents were required to transport their children to school rather than use the School Transport service.

Other negative impacts mentioned included the effect on other passengers if Passenger Assistants were removed, that the changes would make it more difficult for people to get reliable transport to get their children to school and potential impacts on local businesses and organisations (non-specific).

*All comments have been read, analysed and provided to the School Transport Service.*

**Perceived impacts of the proposals – other comments:** These included a number of negative comments such as criticisms of experiences with the service or of the Policy itself, as well as concerns about individual proposals.

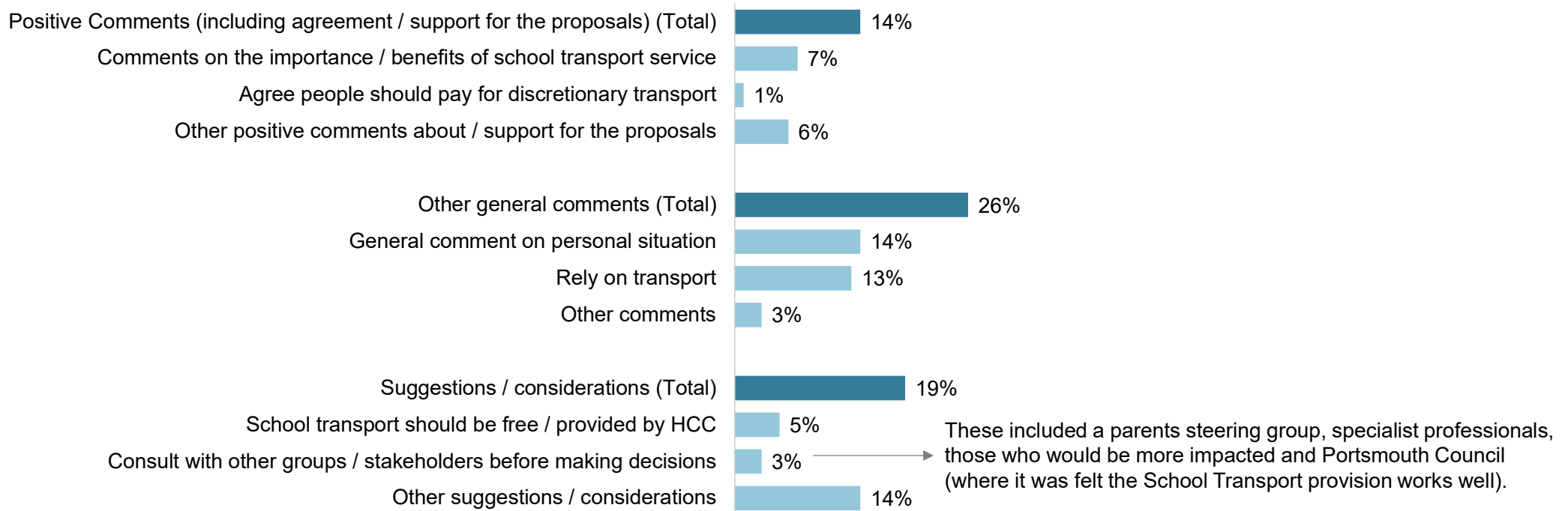
Perceived impacts the Policy for School Transport provisions in Hampshire may have – other comments  
(Quantified verbatim - multi-code, Base: 142)



*All comments have been read, analysed and provided to the School Transport Service.*

**Perceived impacts of the proposals – other comments:** Positive comments included feedback about the benefits of the service or agreement with the proposals. Some respondents used the opportunity to provide details on their personal circumstances and comments about how and why they rely on the transport provision.

Perceived impacts the Policy for School Transport provisions in Hampshire may have – other comments  
(Quantified verbatim - multi-code, Base: 142)

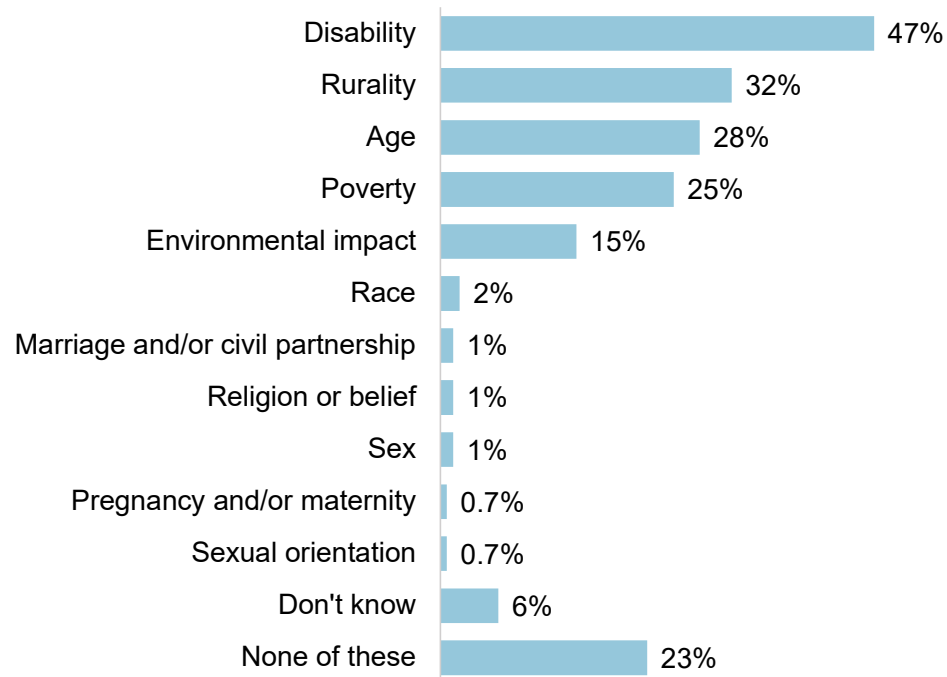


All comments have been read, analysed and provided to the School Transport Service.

**Perceived impacts of proposals on protected characteristics:** When prompted with a list of protected characteristics, nearly half (47%) of those responding selected that the impacts would relate to those with disabilities. Rurality, age, poverty and environmental impacts were also often selected.

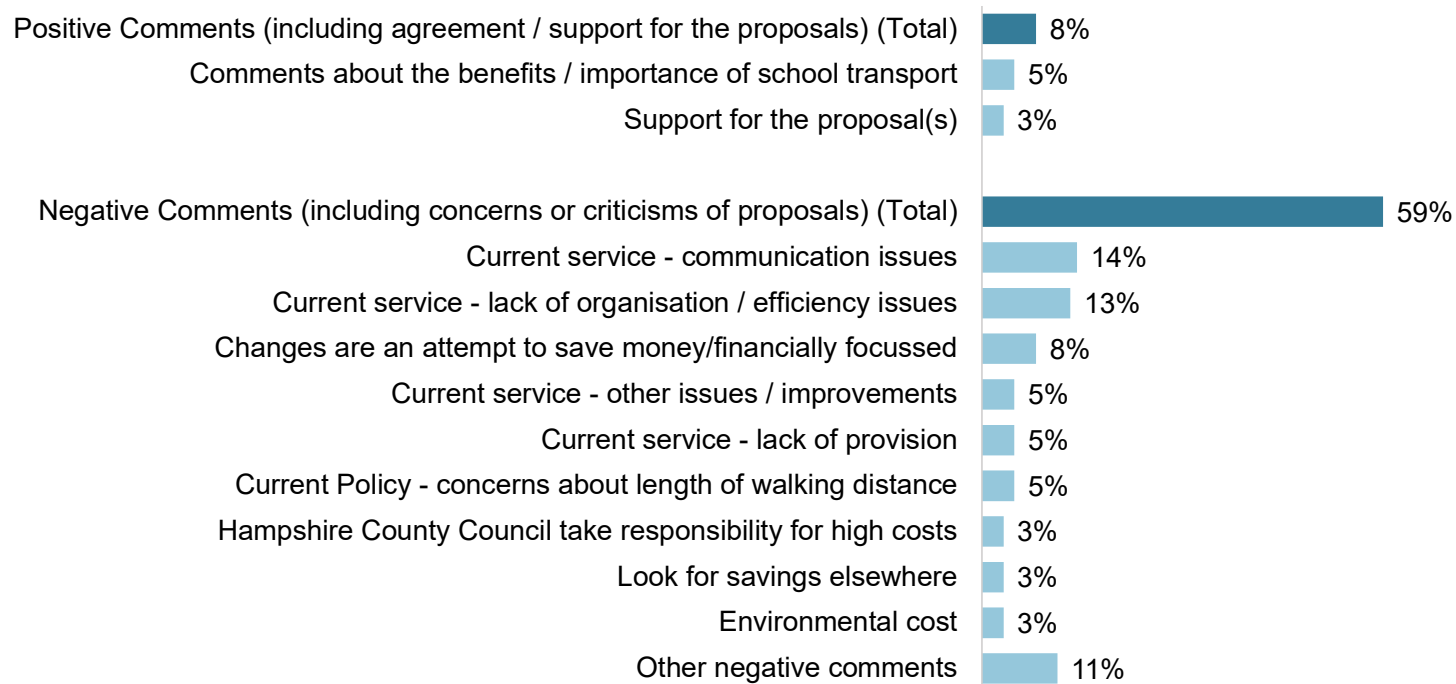
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Please indicate below if the impacts you have mentioned above relate to any of the following characteristics or issues  
(Multi-code, Base: 142)



**Further comments – any positive or negative comments on the service, proposals or Policy:** Where given, these mostly had a negative slant, although comments tended to focus on issues with the current service as well as concerns that the proposals were a cost saving measure.

Further comments or suggestions regarding the proposed changes to the Policy for School Transport provision in Hampshire  
(Multi-code, Base: 63)

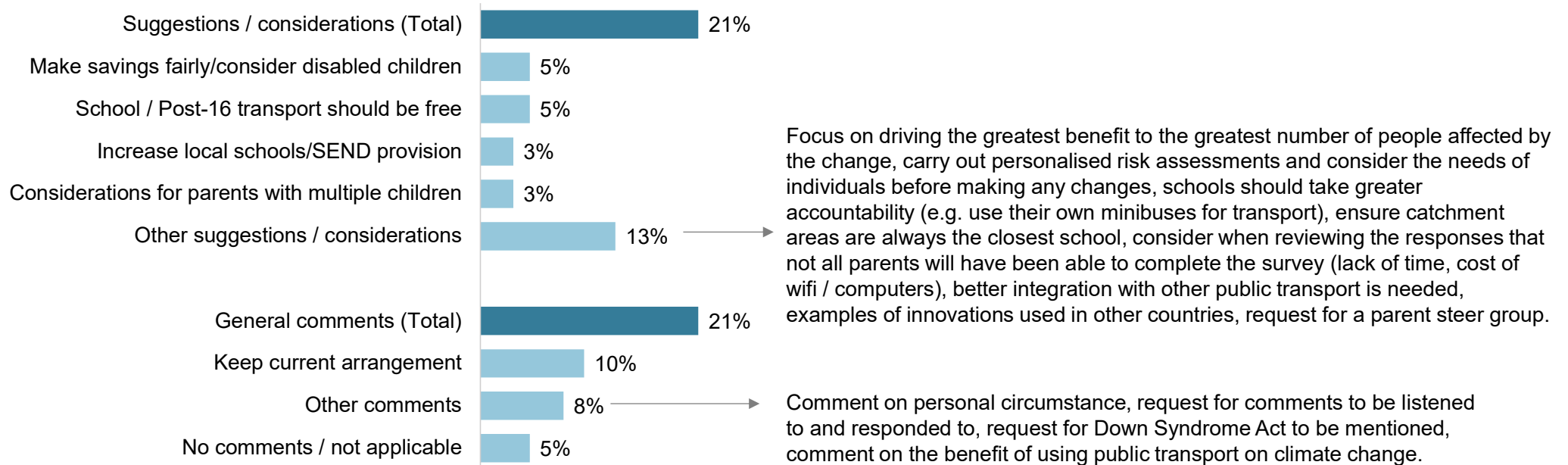


*All comments have been read, analysed and provided to the School Transport Service.*



**Further comments – other comments, suggestions and considerations:** Suggestions included making sure the proposals were fair, particularly for children with disabilities and families with multiple children, with some suggesting that school transport should be free.

Further comments or suggestions regarding the proposed changes to the Policy for School Transport provision in Hampshire  
(Multi-code, Base: 63)



*All comments have been read, analysed and provided to the School Transport Service.*

## Unstructured responses

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### **Three unstructured responses were received via email, instead of using the Response Form.**

One response was primarily about the Post-16 transport proposals but raised some points about parents and guardians of children with SEND, specifically that they have to work hard to get their children extra support and should not have to fight for this. They also argued that families of children with SEND paying more than non-SEND families is discrimination.

Another response made reference to how the County Council chooses to spend money and that it is always vulnerable people (such as disabled children in education) that are affected when it's looking to save money.

The third response expressed a view that they believed the consultation to be unlawful, on the basis that they felt it fundamentally misrepresented the changes made to the Policy – specifically around any statement in the consultation pack that stated that no changes are proposed to eligibility criteria. The respondent highlighted areas in the Policy where they believed that the eligibility had been changed, such as 'Definition of Eligible Children' (Section 3 in the Policy), 'Reasonably Walking to School Criteria/ Accompaniment' (Section 4.19-4.21 in the Policy) and 'Review of eligibility and suitability' (sections 7.1-7.3 in the Policy). Other areas of the Policy where they raised concerns included removal of the word 'Home' from 'Home to School Transport' and changes to the wording in 'Transport at Start and End of the School Day' (Section 3.2 in the Policy) and 'Living in Multiple Catchment Areas' (Section 4.8 of the Policy). In addition, they commented that Independent Travel Training (Proposal Two) should be optional and not enforced upon parents.

*All unstructured responses have been read, analysed and provided to the School Transport Service.*

## Feedback from drop-in sessions

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**Six online drop-in sessions were held during the consultation period.** These were provided to give any interested stakeholders the opportunity to speak to Council staff and ask any questions they may have had about the consultation.

In total **13 people attended these sessions**, seven of which were parents and two were providers (the capacity of remaining four was not recorded). One parent was also representing a parent / carer group.

**Feedback from parents** included **general feedback on the proposals and service:**

- How the proposed changes might impact their individual arrangements
- Concerns that the proposals were linked to cost savings
- Questions about eligibility for School Transport
- Questions about how the service is funded:
  - Does the council get funding from central Government or just from the council tax of the local residents?
  - What prevents the council from providing free transport to all disabled persons?
  - Does the council have any other ways of funding the transport?
  - Why not increase the council tax, rather than putting the burden on families with a disabled person?

## Feedback from drop-in sessions (continued)

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**Feedback from parents** also included **questions and feedback about the individual proposals:**

- Question about **Proposal One (Personal Transport Budgets):**
  - Will parents have to fight for this?
- Feedback / questions about **Proposal Two (Independent Travel Training):**
  - What are the criteria and who decides who would be appropriate for this?
  - Feasibility to move back to original school transport arrangements does not work
  - Some specific points regarding reliance on public transport
- Feedback / questions about **Proposal Three (Passenger Assistants):**
  - Concerns that their Passenger Assistant might be taken away
- Questions about **Proposal Five (Updating the School Transport Policy - parental contributions):**
  - Will family financial circumstances (and cost of living) be taken into account?
  - What happens if Parents of Post 16 students cannot afford to pay the parental contributions?

LNO

**Feedback from providers** included comments about the tendering process, self-employed drivers and criticism about communication.

## Slide 49

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**LNO** @ Emma Smith do you have any more context on this point raised in the drop is sessions - was it that it would be difficult to rely on public transport to get so school following the training? It would be good to expand a little more on this point if possible so we know who's reliance they were referring to (if known)

Lloyd, Nikki, 2023-12-22T19:34:12.085

**SPO 0** Hi Nikki, unfortunately we don't have any further context available on this one (but I think that because this has also come out in the themes/responses, we won't be missing key insight).

Parry, Sheryl, 2024-01-08T10:42:41.448

## **Appendix: Methodology and Respondent Profile**

## Methodology

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**The consultation opened on 30 October 2023, and closed on 6 December 2023.**

A Response Form was provided through which respondents could respond as an **individual**, or in an official capacity on behalf of an **organisation, business or group**, or in their capacity as a **democratically Elected Representative**.

The consultation Information Pack and Response Form were made available both digitally and in hard copy in standard and Easy Read formats, with other formats available on request.

Respondents were also able to submit responses via email, letter, or telephone – these are referred to as '**unstructured responses**'.

In addition, a number of **online drop-in events** were held during the consultation period to give the opportunity for children and young people, their parents, members of the public and other stakeholders to ask County Council staff any questions they may have about the proposals.

## Methodology: A note on verbatim coding

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Unstructured responses and open-ended responses were analysed by theme, using an inductive approach. This means that the themes were developed from the responses themselves, not pre-determined based on expectations, to avoid any bias in the analysis of these responses. These macro (overarching) and micro (sub-level) themes were brought together into code frames with glossaries which detailed the type of comments that were included under each code.

The codeframes aimed to draw out the key themes and messages from the comments covered, including any:

- specific groups to which they related
- impacts that they mentioned;
- suggestions for any alternatives or additional considerations; and
- feedback on the consultation process

A number of respondents also used the consultation as an opportunity to feed back on the School Transport Service or Policy more generally, either in addition or instead of commenting on the specific proposals.

The number of people who coded the open-ended responses was kept to a minimum to ensure a consistent approach. All of the comments (including the glossaries for the macro and micro themes for each question) and unstructured responses received through the consultation were also shared directly with the School Transport Service for further review, in order to help guide the decision day report and provide additional detail for reference.

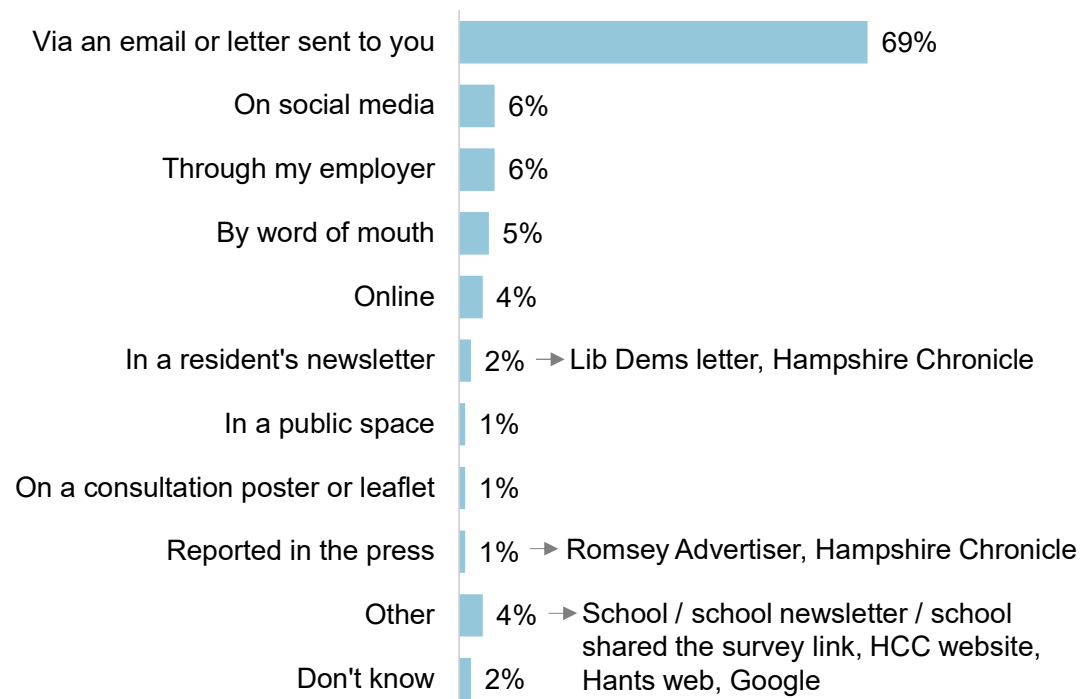


**Communication channels:** While the consultation was publicised over a variety of different channels, over two-thirds of those responding first heard about the consultation via an email or letter that was sent to them

**The consultation was communicated through a range of channels, some of the main ones being:**

- Media releases and interviews,
- Your Hampshire residents' e-magazine
- Communications to all Hampshire schools and emails sent out to all current School HKO sport users
- Services for Young Children newsletter (to Early Years providers)
- Early Years providers Facebook group
- Holiday Activities and Food (HAF) newsletter (to providers of HAF schemes)
- Foster Carer newsletter
- Foster Carers' Facebook group
- Innovation Volunteers newsletter
- Hampshire County Council website
- Family Information and Services Hub (FISH) website
- Voluntary Sector (via One Community)
- Virtual consultation events
- Social media
- Gov Notify (for existing service users)

Please tell us where you first heard about this consultation  
(Base: 250)



**Slide 53**

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**HK0** Emma - I'm assuming there was a direct mailing to all current ST users but we don't explicitly say that and we probably should.  
Can you confirm please?

Hughes, Katharine, 2023-12-22T14:33:35.173

**LN0 0** Now added

Lloyd, Nikki, 2024-01-08T12:47:26.288

## Who responded?

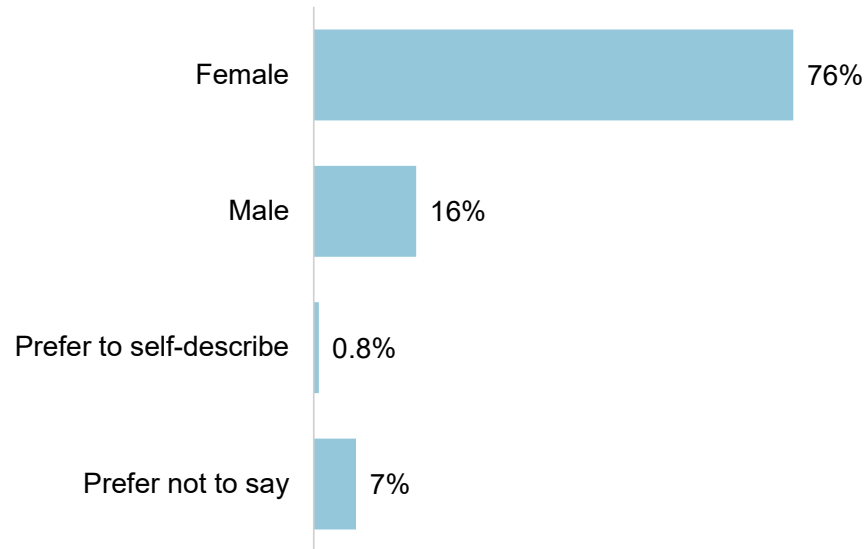
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- In total, 262 responses were received via the consultation Response Form.
- Most people (250) responded as an individual, while nine responded in official capacity on behalf of an organisation, group or business, and one respondent participated in their capacity as a democratically Elected Representative of a constituency in Hampshire. Two responses did not specify the capacity in which they were responding.
- In addition, three unstructured responses were received via email.
- Respondents who participated in the Response Form in an individual capacity were invited to share details on their social, economic and geographical characteristics - the next few slides show the composition of these respondents by these characteristics.
- The final slide in this section lists the names of the organisations, groups or businesses who responded and the constituency of the responding democratically Elected Representative.

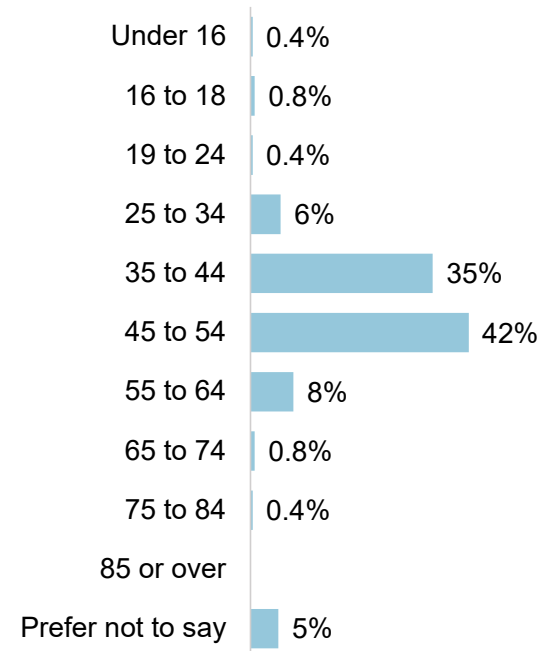
Please note this was an open consultation the respondents were self-selecting so do not provide a representative sample of the Hampshire population. All consultation questions in the Response Form were optional and the analyses only take into account actual responses – where ‘no response’ was provided to a question, this was not included in the analysis. As such, the totals for each question generally add up to less than the total number of respondents who replied via the consultation Response Form.

## Who responded? Age and gender of individual respondents

Respondent gender profile  
(Base: 240)

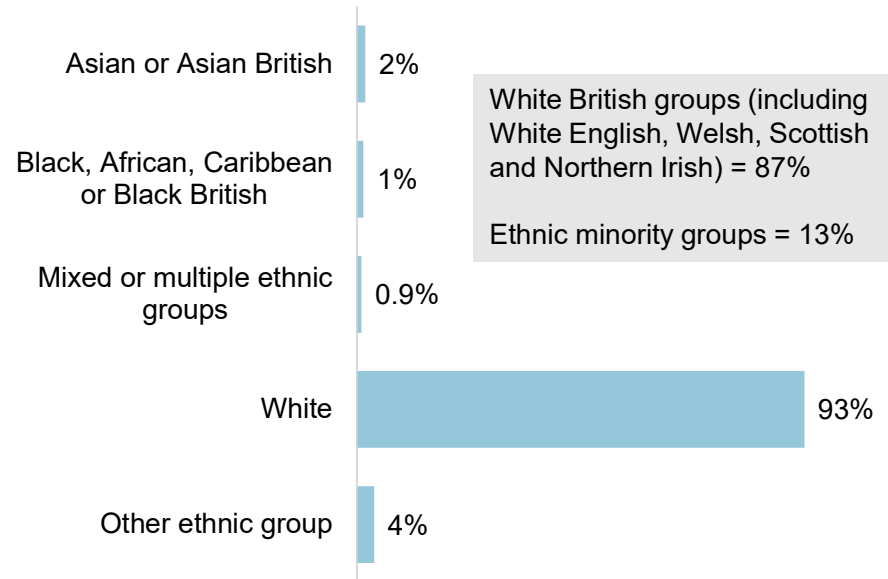


Respondent age profile  
(Base: 241)

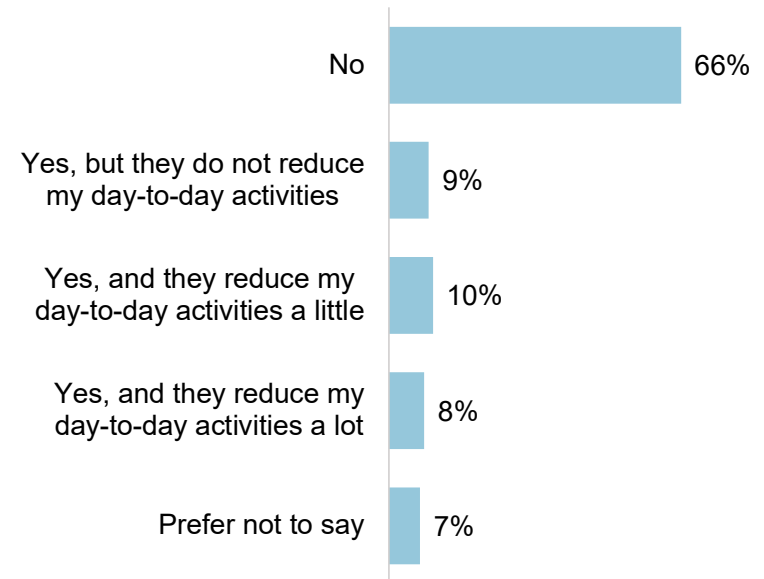


## Who responded? Ethnicity and health status of individual respondents

Respondent ethnicity profile  
(Base: 230)

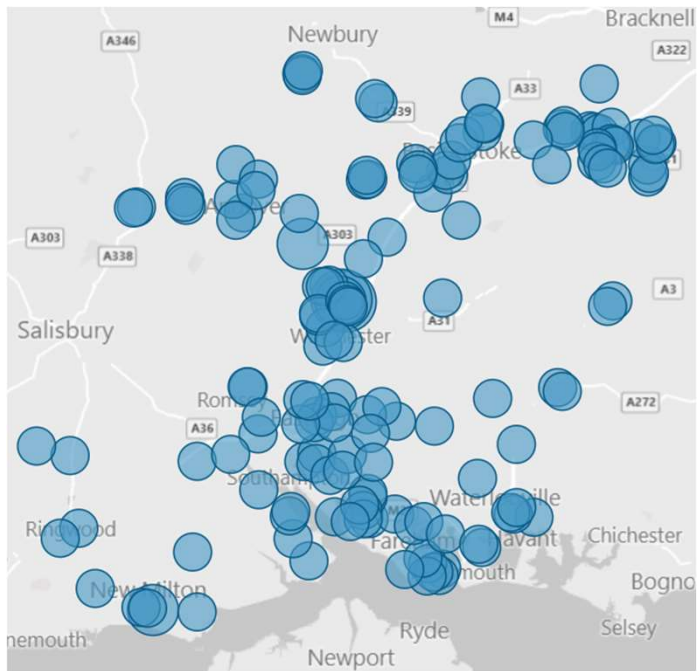


Any physical or mental health conditions or illnesses lasting or expected to last 12 months or more  
(Base: 239)

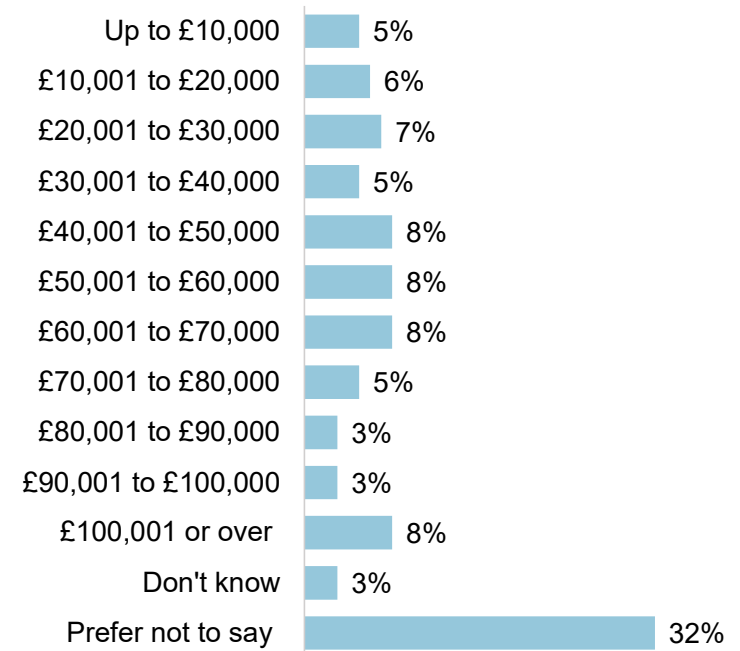


## Who responded? Location and annual household income

Respondent location  
(Base: 167 valid postcodes\*)



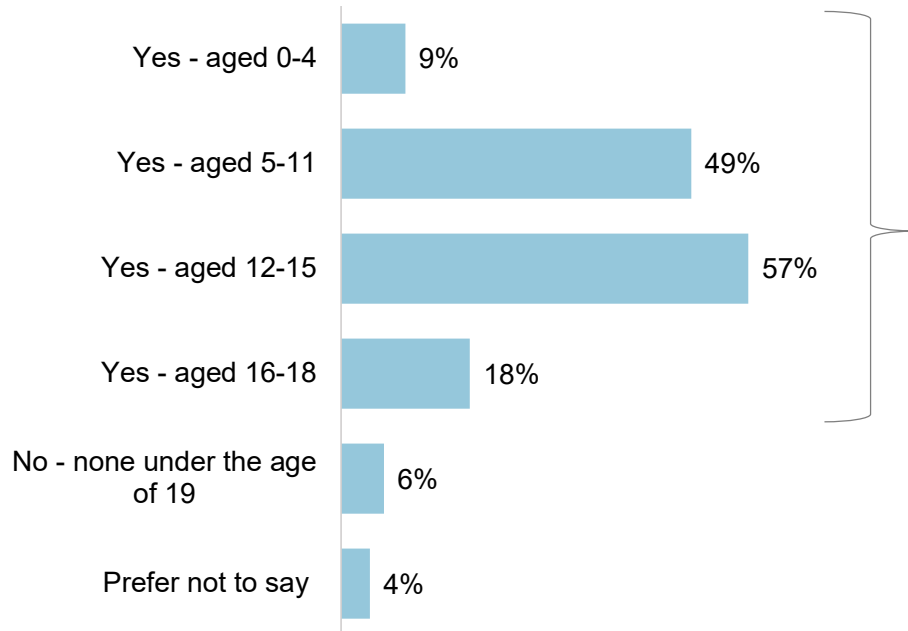
Respondent household income  
(Base: 239)



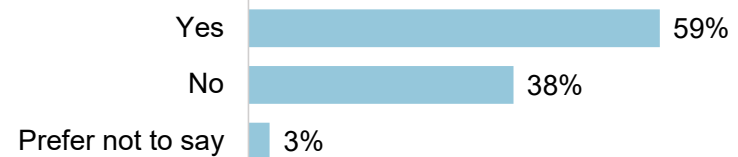
\* Includes postcodes from individual responses and postcodes from organisations, groups or businesses.

## Who responded? Details of children and young people in respondents' households

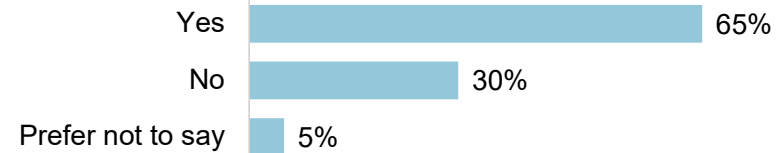
Are there any children or young people under the age of 19 living in your household (including yourself)?  
(Multi-code, Base: 244)



Do any of the children or young people under the age of 19 living in your household have special educational needs or disabilities (SEND)?  
(Base: 219)



Do any of the children or young people under the age of 19 living in your household currently receive School or Post-16 Transport provided by Hampshire?  
(Base: 220)

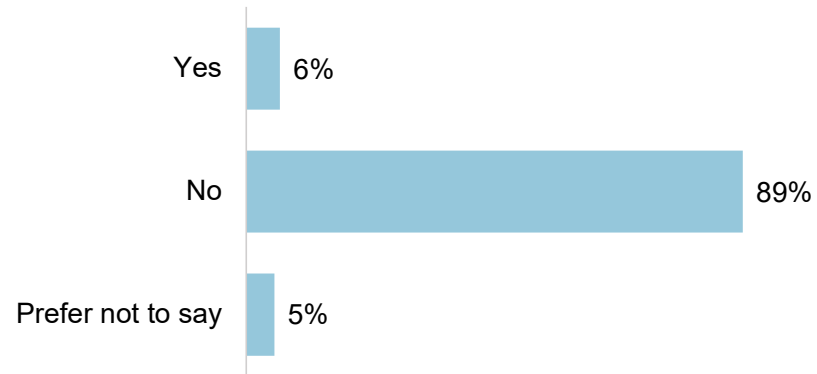


## Who responded? Proportion of respondents who were service users of School or Post-16 transport

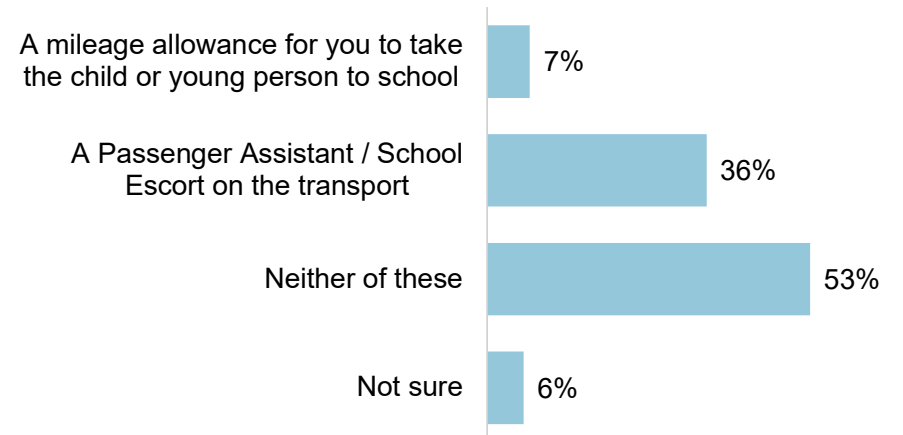
Out of the total 262 responses received via the consultation Response Form, 142 (54%) reported that children or young people in their household currently receive School or Post-16 Transport provided by Hampshire County Council.

Details of the type of School or Post-16 Transport support received are reported below:

Do you currently pay a contribution towards the School Transport provided by Hampshire County Council?  
(Base: 140)



Does the School Transport support you currently receive from Hampshire County Council include any of the following?  
(Multi-code, Base: 140)





## List of responding organisations, groups, businesses and democratically Elected Representatives

### Responses were submitted from the following organisations:

- Primary School 1
- Organisation 1 covering Hants
- Primary School 2
- Nursery 1
- Primary School 3
- Taxi Company 1
- School 1

*Two responses did not provide the name of their organisation, group or business.*

Organisation type (Base: 9)	Count
Nursery, school, college or place of education	7
Charity, voluntary or local community group	1
Local business or business representative	1

Services provided (Multi-code, Base: 9)	Count
School Transport services	2
Other services for children and young people with SEND	7
None of these	1

### Responses were submitted from the democratically Elected Representatives from the following areas:

- [Removed] Ward, Winchester

