

HOME TO SCHOOL TRANSPORT

- JULY 2023

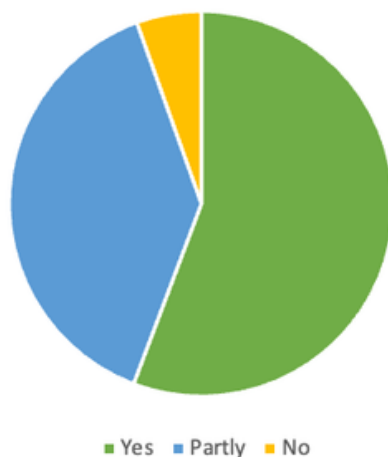
This serves as a follow-up to the previous report conducted earlier in the year, focusing on the family experiences of the home-to-school transport service. The purpose of this follow-up is to provide updates based on recent feedback from families in the city.

Recently, we undertook a survey and engaged in discussions with families during recent events to evaluate the current state of home-to-school transport and identify any potential improvements. The aim was to gather feedback and assess the overall satisfaction and effectiveness of the Home to school transport service since we delivered some training in February.

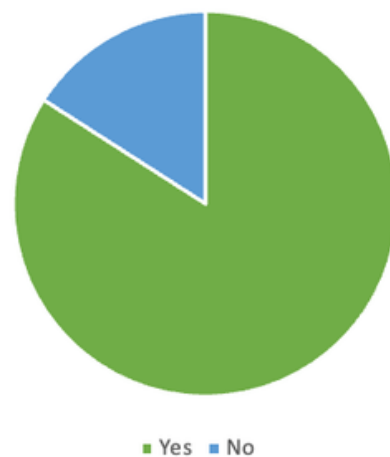
During a five-week period (June-July 2023), we conducted a survey that was accessible online for families to participate in. Within this timeframe, we received a total of 228 responses to the survey.

DATA

Were they able to help you?



Did you feel listened too?



Analysing the survey data, it is evident that a significant portion of parents, 56%, expressed that they received comprehensive assistance from the transport coordination team. Additionally, 39% of parents reported that their queries were partially resolved during their initial contact with the team since Easter. These figures indicate a positive trend in terms of the support provided to parents in managing transportation-related matters.

One of the key metrics that emerged from the survey was that 84% of parents felt that their concerns and feedback were genuinely heard and acknowledged by the transport coordination team. This high percentage is indicative of the team's commitment to actively engaging with parents and taking their input into account. The ability to listen and respond to parents' needs is crucial in any successful transport coordination initiative, and the team's efforts in this appears to be improving and we wanted to recognise the improvement especially given how busy things are at the moment for the team.

Furthermore, an encouraging observation from the survey is the decline in the number of negative comments made about the transport team during coffee mornings or informal gatherings. Such comments often serve as barometers for the overall satisfaction level of the parents with the service. The fact that fewer negative remarks are being made is a clear indication that the transport coordination team is performing well and meeting the expectations of the families it serves. This is particularly reassuring as it coincides with the approach to the busiest time of the year, where the demands on the transport system are likely to be at their peak.

Families have expressed appreciation for the clarity and organisation in the information presented on the new webpage on the local offer website, which will allow them to plan and prepare the young people in time for the start of term.

To sustain and build upon the progress indicated by the survey results, it is essential for the transport coordination team to continue prioritising effective communication and engagement with parents. Maintaining an open line of communication, both during routine interactions and when addressing specific concerns, will continue foster a sense of trust and collaboration between parents and the team.



When I last rang, I was upset because transport had not turned up. However, the lady was able to reassure me they were in the process of sorting a replacement and said a replacement would be there within half an hour. 20 minutes later they arrived.

The updates on the website are really useful. This year I feel more informed and know when we will hear by it takes the guess work out of it.

CONCLUSION

In conclusion, the survey results reveal an encouraging level of satisfaction among parents with the transport coordination team's services. The high percentage of parents who felt listened to and supported reflects positively on the team's efforts to provide effective assistance. The decline in negative comments and the positive feedback on event dates highlight the team's commitment to continuous improvement.

