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**SPECIAL EDUCATIONAL NEEDS & DISABILITIES TRAVEL SUPPORT IMPROVEMENT REVIEW**

**FEEDBACK FORM**

Sefton Council and the Sefton Parent Carer Forum (SPCF) are co-producing an improvement review of the Council’s SEND Travel Support Service. The review is not looking to change the Travel Support Policy or the current entitlement to Travel Support. The purpose of the review is:

* to provide more options for families to fit around their individual circumstances.
* to provide better support for eligible students, especially those making the transition into adulthood.
* to ensure we are getting the most from our resources and best value for money.

We are keen to get feedback and input from parents, carers and children and young people to the early ideas developed by the SPCF and the council. Additional information about the ideas is provided at the end of this form.

Please do look at these and provide your input on this form, which should be returned to the council **no later than Friday 7 March 2025**. We recognise that to ensure improvements work well we must have the input of those who use the service day to day.

You can complete this paper form and drop off it off at any of the Family Wellbeing Centres or Southport or Bootle Town Halls. You can also post it to:

Sefton Travel Support Service & Sefton Parent Carer Forum  
Magdalen House, 30 Trinity Road,  
Bootle L20 3AB

If you have access to the internet, you may prefer to download the form from the SPCF or Council websites, complete it electronically and email it back to the council.

You can download the form from:

* The SPCF website: [www.seftonpcf.org](http://www.seftonpcf.org)
* The Sefton Council website: [www.sefton.gov.uk/travelsupport](http://www.sefton.gov.uk/travelsupport)

Once the electronic form is complete, please email to:

[travelsupportreview@sefton.gov.uk](mailto:travelsupportreview@sefton.gov.uk)

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| **1.** | **YOUR DETAILS** | |
|  | Name |  |
|  | Relationship to Child/Young Person |  |
|  | Contact Information (optional) |  |

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| **2** | **QUICK WINS** |
|  | 1. **Introducing Independent Travel Training - helping young people aspire to greater independence through travel training.** |
|  | 1. What do you think of this idea and how important is it for your child to receive independent travel training? |
|  | 1. What specific skills or knowledge do you think should be included in the training? |
|  | 1. Do you have any other thoughts or comments on this idea? |
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|  | 1. **Enhancing the Personal Travel Budget offer. Provide families with more choice and flexibility through improved Personal Travel Budgets.** |
|  | 1. What do you think of this idea and would an improved Personal Travel Budget offer be beneficial to your family? If not, why? |
|  | 1. What aspects of the current Personal Travel Budget do you find most and least useful? |
|  | 1. Do you have any other thoughts or comments on this idea? |
|  |  |
|  | 1. **New ways of procuring transport providers and developing partnerships for better service quality and value.** |
|  | 1. What do you think of the idea to form partnerships between some schools and transport providers to tailor transport for the students attending that school? |
|  | 1. How do you feel about the quality of service and communication from transport providers currently? |
|  | 1. Do you have any other thoughts or comments on the ideas for improving quality and value for money through a new framework and for forming partnerships between the council, schools and transport providers? |

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| **3** | **LONGER-TERM IMPROVEMENTS** |
|  | 1. **Streamlining the application and assessment process - making the process easier and quicker, including a new, easier to use application form.** |
|  | 1. What do think of this idea and would it be helpful for you? |
|  | 1. Have you experienced any difficulties with the current application and assessment process? |
|  | 1. How could the process be made more user friendly? |
|  | 1. Do you have any other thoughts or comments on this idea? |
|  |  |
|  | 1. **Better route planning - minimising mileage and journey times for students and the environment.** |
|  | 1. What do you think of this idea? How might it be helpful for you? |
|  | 1. Have you encountered issues with current route planning arrangements? How do you think these could be improved? |
|  | 1. What factors are most important to you when planning routes? |
|  | 1. Do you have any other thoughts or comments on this idea? |
|  |  |
|  | 1. **Investing in better communications - improving communication between families, transport providers, schools and the council.** |
|  | 1. What do you think of this idea and what improvements in communication would you particularly like to see? |
|  | 1. What is the best method of communication? |
|  | 1. Do you have any other thoughts or comments? |
|  |  |
|  | 1. **Investing in better ICT systems. Improve information management, route planning, and communications with upgraded ICT systems.** |
|  | 1. How important is it to you to have better ICT systems supporting the transport service? |
|  | 1. Are there specific features or functionalities you would like to see in the new systems? |
|  | 1. Do you have any other thoughts or comments on this idea? |
|  |  |
|  | **General Feedback** |
|  | 1. What do you think are the most important aspects of the transport service for your child? |
|  | 1. Do you have any other thoughts or comments? |

Thank you for taking the time to provide your feedback. Your input is greatly appreciated and will help us to enhance the home to school transport service for children with SEND.