

To: Education (Resources) Sub-Committee	Subject: Special Educational Needs Transport: Performance Review
From: Director of Education	
Date: 4 April 2000	
Ref: MM/KF/FLB	

Summary

This report reviews the special educational needs transport contracts arranged by the education department. It aims to ensure that the financial performance of the contracts, the monitoring role of SPT and the general performance of transport contractors are subject to scrutiny by the sub-committee.

Recommendations

The resources sub-committee is recommended:

- (i) to note the performance of the special needs transport contracts arranged for the period 18 August 1999 to 31 March 2000.
- (ii) to request the submission of further performance reports to future meetings of the sub-committee.

Christine Pollock

Members wishing further information about this report should contact:
Michael O'Neill, Director of Education, on 01236 812337,
Murdo Maciver, Head of Service, on 01236 812269.

NORTH LANARKSHIRE COUNCIL : EDUCATION DEPARTMENT

Special Education Needs Contracts: Performance Review

Report by the Director of Education

1. Background.

- 1.1 The education department arranges transport for 767 special needs pupils to 10 special schools and a number of secondary and primary schools in North Lanarkshire Council. This transport is carried out by private contractors in taxis and minibuses.
- 1.2 In addition 397 special needs pupils are transported to school by community services buses.
- 1.3 This report covers the period 18 August 1999 to 31 March 2000 inclusive and covers checks on special educational needs contracts operated on behalf of North Lanarkshire Council carried out by SPT's customer care inspectors. These checks are carried out to the same standards undertaken as part of the quality assurance system which aims to ensure that "mainstream" school contracts operated on behalf of North Lanarkshire Council by SPT meet the quality standards set by councils. Cognisance is taken of the special requirements for pupils who are provided with special education needs transport, resulting in a more sympathetic approach, especially where very young primary school pupils and nursery pupils are concerned.

2. Monitoring.

- 2.1 Monitoring of special educational needs contracts is undertaken, where possible, in conjunction with the monitoring of mainstream education contracts. This results in better utilisation of staff resources at the same time as minimising costs to North Lanarkshire Council
- 2.2 However, there are a number of schools and special units that have no mainstream provision and monitoring of contracts at these schools is made on a dedicated basis.
- 2.3 During the period 18 August 1999 to 31 March 2000 inclusive, a total of 52 checks were undertaken at various schools as shown in the table below.

Table 1: Details of checks undertaken at schools

Week Ending	Checks at Primary Schools	Checks at Secondary Schools	Checks at SEN Schools
31-Aug-99	1	0	0
30-Sep-99	2	2	0
30-Oct-99	3	0	0
30-Nov-99	4	3	4
31-Dec-99	8	1	7
31-Jan-00	5	0	3
29-Feb-00	3	2	1
31-Mar-00	1	0	2
Total number of checks	27	8	17

2.4 Checks on Contracts

During the period 18 August 1999 to 31 March 2000 inclusive, a total of 196 contracts were checked by the SPT's inspectors, as shown in the table below.

Table 2: Details of checks on contracts

Period Ending	Number of Contracts Checked at Primary Schools	Number of Contracts Checked at Secondary Schools	Number of Checks at SEN Schools
31-Aug-99	2	0	0
30-Sep-99	2	2	0
30-Oct-99	4	0	0
30-Nov-99	5	14	20
31-Dec-99	52	7	34
31-Jan-00	8	0	17
29-Feb-00	5	7	11
31-Mar-00	1	1	4
Total number of checks	79	31	86

2.5 Vehicle Inspections by SPT Engineering Inspectors.

Where customer care inspectors find a vehicle used on a contract to be of apparently poor condition, arrangements are made for the vehicle to be inspected by one of the SPT's vehicle inspectors. During the period covered by this report, only one vehicle was observed to be in a condition to warrant a vehicle inspection and arrangements were made for an SPT vehicle inspector to examine the vehicle on behalf of the Council.

The contractor subsequently advised that the vehicle in question had been replaced. To ensure that the contractor's other vehicles were of the required standard, three vehicles were examined and all were found to be in good condition.

2.6 General Observations

During the monitoring of the special education needs contracts, no significant problems were observed. The inspectors found that drivers and escorts often failed to display their identity badges and where this is found, the driver or escort is warned that they must display their identity badge in future.

2.7 The customer care inspectors also found that contractors often failed to display the Council's "School Transport" sign on the vehicles and again drivers were warned that these signs must be displayed at all times. Samples of SPT inspections are detailed in Appendix 1.

3. Parental Questionnaires

3.1 The education department currently undertakes a bi-annual survey on the satisfaction of parents with the current arrangements for their child's transport.

- 3.2 During the period covered by this report parental questionnaires were sent out to 200 parents of special needs children. A sample of the questionnaire is attached as Appendix 2. Responses were received from 83 parents out of a possible 200 i.e. (46%). A detailed summary of responses is attached as Appendix 3.

4. Financial Performance

The current projected annual cost of the current contracts is £1,603,264. The budget allocation is £1,260,180. The projected overspend is £343,084 for session 1999/2000. This overspend is due to the increase in the number of special needs children being transported to special schools and nurseries and the increase in transport costs. However, it must be emphasised that contracts are arranged on a needs basis and that further requests may emerge.

5. Recommendations

The resources sub-committee is recommended:

- (i) to note the performance of the special needs transport contracts arranged for the period 18 August 1999 to 31 March 2000.
- (ii) to request the submission of further performance reports to future meetings of the sub-committee.



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	As above
Date:	20.12.1999

Contract No:	NL262	Vehicle Reg:	K799 GAK
Start Date:		Operator Licence No.	None
End Date:	29.06.2001	Operator Disc Expiry:	None
Operator:	Curness Travel	Code:	F18
Trading name:	As Above	Warning recommended:	Yes
Inspector:	Brian Whyte		
Driver:	Mark Nisbet		
Escort:	Sandy King/C Jamison		
Observation From:	14:30	To:	16:00
Time Band From:		To:	

SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	14:52	Child Proof Locks:	N/R
Departed:	15:10	Plate Number:	None
Vehicle Waiting:	Yes	Seat Belts:	Yes
Passengers carried:	6	Seat Capacity:	11
Unauthorised Passengers:	No	Seating Arrangement:	Yes
Smoking:	No	Passengers Secure:	Yes
Driver's Identity Badge Displayed:	None	SPT Supported Sign:	No
Escort's Identity Badge Displayed:	None	School Contract Sign:	Yes
Fire Fighting Equipment:	None	Vehicle Type:	MB
First Aid Kit:	N/R		
Tax Expiry Date:	30.04.2000		

Description of Breach of Contract

This vehicle was not displaying a operator licence, 2) was displaying the wrong class of road fund licence. 3) Driver & attendants did not have there ID badges with them. 4) there was no warning device fitted the side door behind the driver. 5) this vehicle was not carrying any fire fighting equipment.

Comments: No other irregularities observed.

Signed: 

21/12/99 10:46

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report


**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	CUMBERNAULD
Date:	20/12/1999

Contract No:	NL101	Vehicle Reg:	E847 UVM
Start Date:		Operator Licence No.	N/A
End Date:	30/06/2000	Operator Disc Expiry:	N/A
Operator:	SAPHIRE TAXIS	Code:	
Trading name:	AS ABOVE	Warning recommended:	N
Inspector:	JAMES DOYLE		
Driver:	CAMPBELL HAMILTON		
Escort:	MARGARET KEIR		
Observation From:	14:30	To:	16:00
Time Band From:		To:	

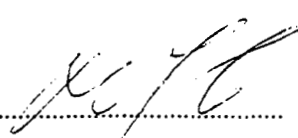
SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	14:55	Child Proof Locks:	Y
Departed:	15:10	Plate Number:	N/A
Vehicle Waiting:	Y	Seat Belts:	Y
Passengers carried:	2	Seat Capacity:	4
Unauthorised Passengers:	N	Seating Arrangement:	S
Smoking:	N	Passengers Secure:	Y
Driver's Identity Badge Displayed:	Y	SPT Supported Sign:	N
Escort's Identity Badge Displayed:	Y	School Contract Sign:	Y
Fire Fighting Equipment:	Y	Vehicle Type:	FORD SIERRA
First Aid Kit:	Y		
Tax Expiry Date:	28/02/2000		

Description of Breach of Contract

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Comments: NO IRREGULARITIES OBSERVED.

Signed: 

21/12/99 10:19

Codes: Y - Yes N - No N/R - Not Required
 S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	15/12/1999
Date:	

Contract No:	NL 277	Vehicle Reg:	G553 BSC
Start Date:		Operator Licence No.	
End Date:	29/06/2001	Operator Disc Expiry:	
Operator:	Monklands District I.T.O.A.	Code:	
Trading name:	As above	Warning recommended:	Yes
Inspector:	Michael Sheridan		
Driver:	James Logan		
Escort:	Aida Waters		
Observation From:	08:00	To:	09:05
Time Band From:		To:	

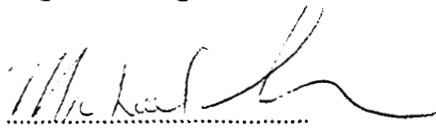
SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	08:51	Child Proof Locks:	S
Departed:		Plate Number:	131
Vehicle Waiting:	N/R	Seat Belts:	S
Passengers carried:	1	Seat Capacity:	4
Unauthorised Passengers:	S	Seating Arrangement:	S
Smoking:	S	Passengers Secure:	S
Driver's Identity Badge Displayed:	S	SPT Supported Sign:	N/A
Escort's Identity Badge Displayed:	U	School Contract Sign:	U
Fire Fighting Equipment:	U	Vehicle Type:	Ford
First Aid Kit:	S		
Tax Expiry Date:	31/01/2000		

Description of Breach of Contract
No fire extinguisher. Escort did not have her badge. No school contract sign

Comments:

This vehicle was not carrying a fire extinguisher. The escort was not carrying her badge. No school contract sign. Warning letter recommended.

Signed: 

15/12/99 13:30

Codes: Y - Yes N - No N/R - Not Required
 S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



Special Education Needs

School:	
Location:	As above
Date:	20.12.1999

Contract No:	ED019	Vehicle Reg:	G454 BSF
Start Date:	18.08.1999	Operator Licence No.	N/R
End Date:	30.06.2000	Operator Disc Expiry:	N/R
Operator:	East Dunbartshire T.O.A.	Code:	411
Trading name:	As above	Warning recommended:	N
Inspector:	Brian Whyte		
Driver:	Brian McLaughlin		
Escort:	John Preston		
Observation From:	08:30	To:	09:40
Time Band From:		To:	

SPECIAL EDUCATION NEEDS VEHICLE

Arrived	09:40	Child Proof Locks	Y
Departed	N/R	Plate Number	66
Vehicle Waiting	N/R	Seat Belts	Y
Passengers carried	1	Seat Capacity	4
Unauthorised Passengers	N	Seating Arrangement	Y
Smoking	N	Passengers Secure	Y
Driver's Identity Badge Displayed	Y	SPT Supported Sign	N/R
Escort's Identity Badge Displayed	Y	School Contract Sign	Y
Fire Fighting Equipment	Y	Vehicle Type	Hackney
First Aid Kit	N/R		
Tax Expiry Date	31.01.2000		

Description of Breach of Contract

Comments: No irregularities observed. Vehicle was run late due to adverse weather conditions.

Signed: 

20/12/99 11:26

Codes: Y - Yes
S - Satisfactory

N - No
U - Unsatisfactory

N/R - Not Required



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	NEW STEVENSTON
Date:	14/12/1999

Contract No:	NL 312	Vehicle Reg:	G676 GSX
Start Date:		Operator Licence No.	N/A
End Date:	30/06/2000	Operator Disc Expiry:	N/A
Operator:	REDLINE CABS	Code:	
Trading name:	AS ABOVE	Warning recommended:	Y
Inspector:	MICHAEL MULGREW		
Driver:	JAMES BROWN		
Escort:	NR		
Observation From:	08:00	To:	09:15
Time Band From:	08:45	To:	08:55

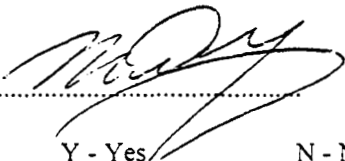
SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	08:37	Child Proof Locks:	S
Departed:	NR	Plate Number:	139
Vehicle Waiting:	NR	Seat Belts:	S
Passengers carried:	2	Seat Capacity:	4
Unauthorised Passengers:	S	Seating Arrangement:	S
Smoking:	S	Passengers Secure:	S
Driver's Identity Badge Displayed:	S	SPT Supported Sign:	NR
Escort's Identity Badge Displayed:	NR	School Contract Sign:	S
Fire Fighting Equipment:	S	Vehicle Type:	SIERRA
First Aid Kit:	NR		
Tax Expiry Date:	31/12/1999		

Description of Breach of Contract

EARLY ARRIVAL

Comments:

Signed: 

14/12/99 11:49

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	As Above
Date:	03.12.1999

Contract No:	NL206	Vehicle Reg:	H272 DGB
Start Date:		Operator Licence No.	N/R
End Date:	29.06.2000	Operator Disc Expiry:	N/R
Operator:	CITA	Code:	N/R
Trading name:	As Above	Warning recommended:	Yes
Inspector:	Brian Whyte		
Driver:	James Horne		
Escort:	Mary Murphy		
Observation From:	14:30	To:	16:00
Time Band From:		To:	


SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	15:05	Child Proof Locks:	Yes
Departed:	15:10	Plate Number:	32
Vehicle Waiting:	No	Seat Belts:	Yes
Passengers carried:	1	Seat Capacity:	4
Unauthorised Passengers:	No	Seating Arrangement:	Yes
Smoking:	No	Passengers Secure:	Yes
Driver's Identity Badge Displayed:	Yes	SPT Supported Sign:	No
Escort's Identity Badge Displayed:	Yes	School Contract Sign:	Yes
Fire Fighting Equipment:	Yes	Vehicle Type:	Hackney
First Aid Kit:	Yes		
Tax Expiry Date:	31.05.2000		

Description of Breach of Contract

The Vehicle did not arrive in the school ground until 15:05hrs and therefore was not waiting prior to the school finishing at 15:00hrs(other escorts and pupils were moving within the parking area when this vehicle arrived)

Comments: No other irregularities observed.

Signed: 
22:54

04/12/99

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	As Above
Date:	30.11.1999

Contract No:	NL123	Vehicle Reg:	N589 BJK
Start Date:		Operator Licence No.	PM2829
End Date:	19.07.2000	Operator Disc Expiry:	30.06.2000
Operator:	Curness Travel	Code:	
Trading name:	As Above	Warning recommended:	Yes
Inspector:	Brian Whyte		
Driver:	Matthew Steveston		
Escort:	Margaret Bell		
Observation From:	14:15	To:	16:00
Time Band From:		To:	

SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	14:35	Child Proof Locks:	N/R
Departed:	15:10	Plate Number:	None
Vehicle Waiting:	Yes	Seat Belts:	Yes
Passengers carried:	6	Seat Capacity:	7seats & 3 w/chairs
Unauthorised Passengers:	No	Seating Arrangement:	Yes
Smoking:	No	Passengers Secure:	Yes
Driver's Identity Badge Displayed:	None	SPT Supported Sign:	N/R
Escort's Identity Badge Displayed:	Yes	School Contract Sign:	Yes
Fire Fighting Equipment:	Yes	Vehicle Type:	MB
First Aid Kit:	Yes		
Tax Expiry Date:	31.05.2000		

Description of Breach of Contract

Driver of the vehicle did not have his ID Badge with him.

Comments: No other irregularities observed.

Signed: 

01/12/99 10:40

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	Glengowan P.S
Date:	17/12/1999

Contract No:	NL 079	Vehicle Reg:	M784 CGG
Start Date:		Operator Licence No.	
End Date:	29/06/2001	Operator Disc Expiry:	
Operator:	Walter Ashenhurst	Code:	
Trading name:	As above	Warning recommended:	No
Inspector:	Michael Sheridan		
Driver:	Elizabeth Bryce		
Escort:	N/R		
Observation From:	08:00	To:	09:05
Time Band From:		To:	

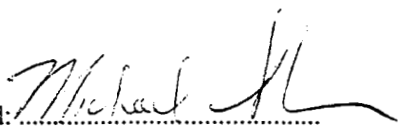
SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	08:59	Child Proof Locks:	S
Departed:	09:00	Plate Number:	S
Vehicle Waiting:	N/R	Seat Belts:	S
Passengers carried:	2	Seat Capacity:	4
Unauthorised Passengers:	S	Seating Arrangement:	S
Smoking:	S	Passengers Secure:	S
Driver's Identity Badge Displayed:	S	SPT Supported Sign:	N/A
Escort's Identity Badge Displayed:	N/R	School Contract Sign:	S
Fire Fighting Equipment:	S	Vehicle Type:	Montego
First Aid Kit:	S		
Tax Expiry Date:	28/02/2000		

Description of Breach of Contract

Comments:

An older brother travelled in the car along with this pupil. This other pupil is not on our list. Has this been authorised.

Signed: 

17/12/99 10:59

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	2
Location:	CUMBERNAULD
Date:	30/11/1999

Contract No:	NL324	Vehicle Reg:	N302 UPL
Start Date:		Operator Licence No.	N/R
End Date:	29/06/2001	Operator Disc Expiry:	N/R
Operator:	MICHAEL KIERNAN	Code:	
Trading name:	MOL TRANSPORT	Warning recommended:	NO
Inspector:	JAMES DOYLE		
Driver:	MICHAEL KIERNAN		
Escort:	MARGARET CARROLL		
Observation From:	14:15	To:	16:00
Time Band From:		To:	

SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	14:55	Child Proof Locks:	Y
Departed:	15:08	Plate Number:	188
Vehicle Waiting:	Y	Seat Belts:	Y
Passengers carried:	1	Seat Capacity:	4
Unauthorised Passengers:	N	Seating Arrangement:	S
Smoking:	N	Passengers Secure:	Y
Driver's Identity Badge Displayed:	Y	SPT Supported Sign:	N
Escort's Identity Badge Displayed:	Y	School Contract Sign:	Y
Fire Fighting Equipment:	Y	Vehicle Type:	RENAULT
First Aid Kit:	Y		
Tax Expiry Date:	31/01/2000		

Description of Breach of Contract

Comments: THIS CONTRACT SHOWS AS "K KARS" BUT OPERATED BY ABOVE.
REAR STICKER ON VEHICLE ADVERTISES AS CENTRAL CARS.

Signed: 

01/12/99 10:58

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable



Customer Care Inspection Report



**NORTH
LANARKSHIRE
COUNCIL**

Special Education Needs

School:	
Location:	Coatbridge
Date:	16/12/1999

Contract No:	NL496	Vehicle Reg:	S356 JCS
Start Date:		Operator Licence No.	PM2024
End Date:	29/06/2001	Operator Disc Expiry:	30/04/2000
Operator:	Shawburn Coaches	Code:	N/C
Trading name:	Shawburn Coaches	Warning recommended:	Y
Inspector:	John Cockburn		
Driver:	Henry McDonald	Drivers Badge No.	N/R
Escort:	William Stevenson		
Observation From:	14:30	To:	16:00
Time Band From:		To:	

SPECIAL EDUCATION NEEDS VEHICLE

Arrived:	14:51	Child Proof Locks:	S
Departed:	1505	Plate Number:	N/R
Vehicle Waiting:	S	Seat Belts:	S
Passengers carried:	7	Seat Capacity:	16
Unauthorised Passengers:	S	Seating Arrangement:	S
Smoking:	S	Passengers Secure:	S
Driver's Identity Badge Displayed:	S	SPT Supported Sign:	N/R
Escort's Identity Badge Displayed:	U	School Contract Sign:	S
Fire Fighting Equipment:	S	Vehicle Type:	MB
First Aid Kit:	S		
Tax Expiry Date:	31/01/2000		

Description of Breach of Contract	
Escort had no ID badge.	

Comments: The escort said this was his first day and has not been issued with ID badge. This vehicle departed and had to return due to misbehaviour of one of the pupils. Head Teacher was summoned and he dealt with pupil.

Signed: *[Signature]*

16/12/99 10:04

Codes: Y - Yes N - No N/R - Not Required
S - Satisfactory U - Unsatisfactory N/A - Not Applicable

SURVEY OF SPECIAL NEEDS TRANSPORT

Pupil Name

Address

School(s) Attended

Contractor

Contract No

Please indicate whether you are satisfied/unsatisfied with the service provided by the contractor by ticking the appropriate boxes. Any further comments should be made in the spaces provided.

Yes	No
-----	----

Are you satisfied with the current pick-up/drop off times?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Comments:

Do you have any concerns over the vehicle being used?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Comments:

Does the driver's / escort's behaviour seem appropriate?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Comments:

Do the drivers / escorts wear their security passes?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Comments:

Would you be interested in transporting your own child to school and receiving payment?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Comments:

General Comments

Questionnaire Completed By:

Thank you for taking the time to complete this questionnaire

SPECIAL NEEDS CONTRACTS - SUMMARY OF QUESTIONNAIRES

<u>CONTRACT NO</u>	<u>SCORE</u>	<u>COMMENTS</u>
NL 584	4	Driver nice and looks after Ryan well
NL 286	4	
NL371A	4	
NL 019	4	No problems with escort or driver.
NL125A	4	Escort very helpful approachable
NL 496	4	Driver very pleasant - no problems
NL 424	4	Very pleased with service - hopes to have same driver next year
NL 205	4	Very happy with arrangements.
NL 328	4	
NL 076	4	Very satisfied with service
NL107	4	Happy with service
NL 015	4	
NL178	4	Driver and helper very nice
NL 344	4	
NL 433	4	Service really good , very happy with it
NL 415	4	
NL 230	4	Driver and escort very good - no complaints
NL 133	4	Very happy and satisfied with current contractor.
NL 220	4	On a whole, happy with service
NL 208	4	Happy with service
NL 127	4	
NL 101	4	Very happy with service
NL 263	4	Very good service
NL 021	4	Happy with service.
NL 123	4	
NL341/343	4	Happy with service
NL 209A	4	Very helpful and friendly.
NL 093	4	Very Reliable
NL427	4	
NL 163	4	Happy with transport - feels confident if anything had to happen
NL 279	4	Best arrangements so far - would like the same company next year
NL 192	4	
NL 486/487	4	Polite and courteous established a professional relationship

SCORES :- 4 VERY GOOD 3 GOOD 2 POOR 1 VERY POOR

SPECIAL NEEDS CONTRACTS - SUMMARY OF QUESTIONNAIRES

NL 109/110	4	
NL112	4	Happy - Anthony is very relaxed with driver and escort
NL 486/487	4	
NL 139	3	Driver - fine Escort- too old. Requires someone younger
NL228	4	
NL 345	3	
NL 206	4	Very flexible in arrangements, especially when emergency arose
NL 272	3	Only complaint was the number of drivers
NL 370	4	
NL482	4	
NL 210	4	
NL 416A	4	Very pleased overall
NL 467	4	Very happy with transport
NL 307	4	Very helpful with Shaun
NL 374	4	No problems
NL253	4	
NL 298	4	
NL 389	4	
NL 597	4	Provides a good service
NL 262	4	Very happy with service
NL 0850	4	Son feels safe and staff are very good
NL 209A	4	
NL 407	4	Driver very pleasant and always on time
NL 374	4	
NL 160	4	Very satisfied
NI 028	4	Satisfied with service
NL 033	4	
NL 146	4	Happy at the fact they know exactly the times of pick ups.
NL 087	4	
NL 048	4	Very happy with service
NL 497	4	
NL 209B	4	Very happy with transport
NL 468	4	
NL 447	4	
NL 285	4	Happy with standard of service

SPECIAL NEEDS CONTRACTS - SUMMARY OF QUESTIONNAIRES

NL 290	4	
NL 341/343	4	
NL 257	4	
NL 128	3	Taxi is always late picking up for school
NL 345	3	
NL 283	4	
NL 135	4	Completely Satisfactory
NL 486/487	4	No worries at all
NL 602	4	
NL 068	3	
NL 465	3	
NL 271/276	3	Driver excellent and ensuring safety
NL 125A	4	Not happy with the fact contractor was changed
NL 312	4	Always on time, good service
NL 222	3	Should always use the same driver, be on time, and wear seatbelt
NL 152	4	2nd year with same driver and escort couldn't ask for better.