

NORTH LANARKSHIRE COUNCIL

REPORT

To: Education (Resources) Sub-Committee		Subject: Special Educational Needs Transport: Performance Review 2004 : 2005
From: Director of Education		
Date: July 2005	Ref: MM/KF/SAL	

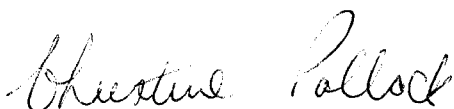
**Summary**

This report reviews the special educational needs transport service for period 2004 to 2005 provided by community services and private contractors. It also includes information on the financial performance of these S.E.N transport contracts.

**Recommendations**

The Education (Resources) Sub-Committee is recommended to :-

- a) note the performance of S.E.N transport contracts operated by internal transport section and private contractors for period 2004 to 2005.
- b) request the submission of regular performance review reports to future meetings of the sub- committee.



Members wishing further information about this paper should contact:

Michael O'Neill, Director of Education, on 01236 812336 or  
 Murdo Maciver, Head of Educational Provision, on 01236 812269

## NORTH LANARKSHIRE COUNCIL: EDUCATION DEPARTMENT

### Special Educational Needs Transport : Performance Review

#### Report by the Director of Education

#### 1. Background

- 1.1 The education department currently arranges transport for 1285 special needs pupils to 9 special schools and various mainstream units. These involve contracts with both private contractors and community services internal transport.

#### 2. Internal Transport Provision

- 2.1 Transport services provide transport for period 2004-2005 for 353 SEN children. Close liaison is maintained and meetings are held on a regular basis to review and improve the service provided. The table below outlines the current level of transport service provided.

**Table 1**

<b>Number of Routes</b>	<b>33</b>
<b>Number of children transported</b>	<b>353</b>
<b>Annual cost</b>	<b>£1,046,406</b>

- 2.2 Routes are planned so that the maximum journey time for any pupil is one hour. This criterion and the need to accommodate wheelchairs for some children further determines the number of children carried on each contract. Further details of routes and establishments are highlighted in the table below.

**Table 2**

<b>School</b>	<b>No. of routes</b>	<b>No of children being transported</b>
<b>Firpark School</b>	<b>9</b>	<b>106</b>
<b>Ashcraig School</b>	<b>3</b>	<b>14</b>
<b>Drumpark</b>	<b>5</b>	<b>82</b>
<b>Mavisbank</b>	<b>4</b>	<b>14</b>
<b>Clydeview School</b>	<b>2</b>	<b>22</b>
<b>Bothwellpark School</b>	<b>2</b>	<b>15</b>
<b>Redburn School</b>	<b>2</b>	<b>23</b>
<b>Glencryan School</b>	<b>5</b>	<b>68</b>
<b>Baird Memorial</b>	<b>1</b>	<b>9</b>
	<b>33</b>	<b>353</b>

- 2.3 Since the last report there has been a reduction in the number of pupils being transported by community services. This is due to the following factors:

- Pupils leaving school
- Pupils travelling independently
- Routes amended to ensure that the one-hour journey time is adhered to.

- 2.4 The quality of the vehicles is given high priority. Vehicles are maintained by North Lanarkshire Council transport workshops and are serviced at 6 weekly intervals. As an external check Strathclyde Passenger Transport also inspect vehicles as part of education department's quality monitoring process. Feedback is provided from and, where appropriate, corrective action is taken.

### 3 Parental Survey

- 3.1 The education department undertakes a bi-annual survey of parents to collect views on the transport arrangements. This survey is issued to all parents/guardians of children travelling on SEN transport contracts.
- 3.2 In March/April 2005 a total of 1497 parental questionnaires were issued. A sample of the questionnaire is attached as Appendix 1. Responses were received from 636 parents out of a possible 1497 i.e. (42.48%). A detailed summary of responses is attached as Appendix 2.
- 3.3 Summary of main conclusions are as follows:

%	Comments
98.5	Parents happy with contract
1.0	Parents commented that contractors could be more punctual
0.5	Parents would consider transporting their children to school

- 3.4 Where a response has indicated concerns action has been taken to address the issue with the contract operator.

### 4. Financial Performance – Internal Transport

- 4.1 Recharges for internal transport contracts are lodged at the end of each financial period. The table below shows the forecast outturn to the end of the 2004-2005.

Budget (2004/5)	Period 13 recharge	Underspend for 2004/2005
£1,050,310	£1,046,406	£3,904

- 4.2 The overspend for 2004/2005 was due to the fact that one bus was transferred to another route which incurred an additional expense. The original route was cancelled due to reduction in numbers of pupils transported.

### 5 Financial Performance : All SEN transport

- 5.1 There are continuous concerns about the financial performance of the SEN transport contracts. Despite rigorous tendering procedures, close monitoring and other management action, needs continue to increase beyond the available resources.

5.2 The table below outlines the final budget performance and outturn for 2004/5 based on the current contract costs.

<b>Budget (2004/5)</b>	<b>Projected Spend at 31 March</b>	<b>Projected overspend for 2004/2005</b>
<b>£2,356,720</b>	<b>£2,512,228</b>	<b>£155,509</b>

## **6. RECOMMENDATIONS**

The Education (Resources) Sub-Committee is recommended to :-

- a) note the performance of S.E.N transport contracts operated by internal transport section and private contractors for period 2004 to 2005.
- b) request the submission of regular performance review reports to future meetings of the sub- committee.

EDUCATION DEPARTMENT  
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
-----	----

**Do you have any concerns regarding the time keeping of the driver operating the contract?**

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

**Comments:**

**Do you have any concerns over the vehicle being used?**

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

**Comments:**

**Do you have any concerns regarding the driver / escort operating this contract?**

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

**Comments:**

**Does the drivers / escorts wear their security passes?**

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

**Comments:**

**Questionnaire completed by:** .....

Should you wish to highlight any problems with the operation of this contract throughout the year, please contact the number stated below.

If you require any further information or require details of our Complaints Procedure, please contact the Transport Section on 01236 812261/2 or Fax 01698 403024.

Thank you for taking the time to complete this questionnaire

APPENDIX 2

NORTH ANGLIA SHIRE COUNCIL - DEPARTMENT OF EDUCATION			
PARENTS' NEEDS SURVEY - SUMMARY OF PARENTAL QUESTIONNAIRE			
QUESTION	RESPONSE	COMMENTS	ADDITIONAL COMMENTS
AC3	3	No Comments.	
AC3	3	No Comments.	
AC3	5	Very satisfied with both escort and driver	
AC5	5	Very happy with service.	
AC5	3	No Comments.	
AC5	3	No Comments.	
BAIRD1	4	I appreciate all the support from the transport team.	
BAIRD1	4	I am very happy & so is my son going with the escort & driver.	
BAIRD1	3	No Comments.	
BAIRD1	4	No complaints	
BP01	3	Happy with contract.	
BP01	3	No Comments.	
BP01	3	The driver is very good.	
BP02	3	No Comments.	
BP02	3	Happy with service.	
BP02	4	Happy with service.	
BP02	3	No Comments.	
CV01	3	No Comments.	
CV01	4	Completely satisfied with my sons travel arrangements.	
CV01	3	No Comments.	
CV01	4	Delighted with service.	
CV01	5	Delighted with transport.	
CV01	3	No Comments.	
CV02	3	No Comments.	
CV02	4	Driver/escort very good with my son.	
DP02 DP05	3	No Comments.	
DEV01	4	Both Driver & Escort are Fantastic with my son.	
DEV01	4	Driver & Escort very friendly.	
DEV01	5	Delighted with service.	
DEV01	3	Would like more information on transporting child herself.	
DEV01	2	Journey too long for a 2 year old child.	
DEV01	3	No Comments.	
DEV01	3	No Comments.	

DEV01	5	Great rapport with driver	
DEV01	5	Very good at looking after children	
DEV01	5	Both driver and escort are excellent	
DP01	3	No Comments.	
DP01 DP04	3	No Comments.	
DP01 DP04	3	No Comments.	
DP01 DP04	3	No Comments.	
DP01 DP04	5	Happy with service.	
DP01 DP04	5	Very happy with transport.	
DP01 DP04	3	Try to be punctual.	
DP01 NL4063	3	No Comments.	
DP01 NL4063	3	No Comments.	
DP01 NL4063	3	No Comments.	
DP01/DP04	3	No Comments.	
DP02	3	Would like to take child to school herself.	
DP02	3	No Comments.	
DP02	3	No Comments.	
DP02 DP03	3	No Comments.	
DP02 DP03	3	No Comments.	
DP02 DP03	3	No Comments.	
DP02 DP05	3	Late sometimes .	
DP02 DP05	2	Always late.	
DP02/DP04	5	Nice and pleasant people	
DP02/DP05	5	Very pleasant and helpful	
DP03	3	No Comments.	
DP03	3	No Comments.	
DP04	4	Driver & escort are very helpful really good.	
DP04	5	Very happy with service provided.	
DP04	3	Happy with contract.	
DP04	3	No Comments.	
DP04	3	No Comments.	
DP04	3	No Comments.	
DP04	3	No Comments.	
DP04	3	No Comments.	
DP04 NL4083	3	No Comments.	
DP05	3	No Comments.	
DPO5/NL4045	3	No Comments.	
FDP06 FP09	3	No Comments.	
FP01	2	Escort doesn't assist pupil to seat.	
FP01	3	The service is reliable but not always on time.	
FP01 FP07	3	Im happy for my son to be collected and dropped of the main thing is he's happy.	
FP01 FP07	4	I am really pleased with the service that you supply.	
FP01 FP07	5	Excellent transport provided.	

FP01 FP07	3	No Comments.	
FP01 FP08	3	No Comments.	
FP01/FP07	3	The service is very good	
FP02	3	No Comments.	
FP02 FP09	3	No Comments.	
FP02 FP10	3	No Comments.	
FP02 FP10	2	No Comments.	
FP03	4	Happy with arrangements.	
FP03	3	No Comments.	
FP03	4	Happy with service.	
FP03	3	No Comments.	
FP03 FP09	3	Parent would consider transporting the pupil herself.	
FP03 FP09	3	No Comments.	
FP03 FP09	3	Sometimes late.	
FP03 FP09	3	No Comments.	
FP03 FP10	3	No Comments.	
FP03/FP09	3	No Comments.	
FP03/FP09	3	No Comments.	
FP05	3	Would consider transporting child to school herself.	
FP05	3	No Comments.	
FP05 FP06	4	Very happy with staff/service	
FP05 FP06	4	My daughter likes routine of going on the bus.	
FP05 FP09	3	Overall I am pleased luke loves the bus.	
FP06	4	Jades driver and escort are excellent	
FP06	3	No Comments.	
FP06	3	No Comments.	
FP06	3	No Comments.	
FP06 FP09	3	The service is quite good.	
FP06 FP09	3	No Comments.	
FP07	3	No Comments.	
FP07 FP08	3	No Comments.	
FP07 FP08	3	No Comments.	
FP07 FP08	3	Satisfied with service.	
FP07 FP10	4	Very good reliable service.	
FP07 FP10	3	No Comments.	
FP08	4	I am happy with transport & driver/escort are really nice.	
FP08	3	No complaints with driver & escort at all.	
FP08	3	No Comments.	
FP08	3	No Comments.	
FP08 FP09	3	No Comments.	
FP09 FP10	2	No Comments.	
FPO5	3	No Comments.	



GLEN 1	4	Very happy with service.	
GLEN1 GLEn 2	4	Very happy with the contract.	
GLEN1 GLEN2	3	I am more than happy with travel arrangements.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN2	4	Service is good. Driver & escort friendly & helpful.	
GLEN1 GLEN2	3	I am grateful for the transport.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN2	5	Very satisfied with transport.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN2	3	No Comments.	
GLEN1 GLEN4	5	Very happy with service.	
GLEN1 GLEN4	5	Delighted with contract.	
GLEN1 GLEN4	4	Excellent team on the bus.	
GLEN1 GLEN4	3	No Comments.	
GLEN2	3	No Comments.	
GLEN2	3	No Comments.	
GLEN2	3	No Comments.	
GLEN2	3	No Comments.	
GLEN2 GLEN4	3	No Comments.	
GLEN2 GLEN4	3	No Comments.	
GLEN3	3	No Comments.	
GLEN3	3	No Comments.	
GLEN3 GLEN5	3	I am satisfied with driver/escort and vehicle.	
GLEN3 GLEN5	1	Think driver waists time going to Mount Ellen for my son 1st.	
GLEN3 GLEN5	5	Delighted with service provided.	
GLEN3 GLEN5	4	Very happy with transport.	
GLEN3 GLEN5	3	No Comments.	
GLEN3 GLEN5	3	Have never had any problem with the transport.	
GLEN3 GLEN5	2	No Comments.	
GLEN3 NL4100	3	No Comments.	
GLEN4	3	No Comments.	
GLEN4	3	No Comments.	
GLEN4	2	No Comments.	
GLEN4	2	Child walks to school as she doesn't like the bus.	
GLEN4		Lauren is an independent traveller she doesn't use our transport.	
GLEN4/GLEN5	3	No Comments.	
MB1	3	No Comments.	
MB1	3	No Comments.	
MB2	3	No Comments.	

MB3	3	No Comments.	
MB3	2	Bus seems to break down an awful lot.	
MB4	4	I am very pleased with the service I get.	
MB4	4	Very happy with service	
MB4	3	No Comments.	
NBL338	4	Happy with contract.	
NL001	2	On occasion we have had to tell driver to use seatbelt with kelly.	
NL005A	3	No Comments.	
NL005A	3	No Comments.	
NL007	3	No Comments.	
NL007	3	No Comments.	
NL009	4	Very happy with contract.	
NL012	4	I am very pleased with escort & driver.	
NL013	3	No Comments.	
NL013	3	I am completely happy with the driver & escort for my son.	
NL016	3	No Comments.	
NL017		Parents transport child at present.	
NL017	4	Very Happy with driver & escort.	
NL018	5	Delighted with transport.	
NL019/020	3	Im happy with the people who take debbie to school.	
NL019/020	3	I have no complaints about the taxi taking my son to & from school.	
NL019/020	5	I am pleased with the service provided. Driver and escort are very pleasant	
NL019/20	3	No Comments.	
NL021	4	I am very happy with my sons transport at the moment.	
NL022	4	I am very happy with Stevens Transport	
NL022	3	I am happy with this driver this year.	
NL024	3	Quite happy with service provided.	
NL026	3	Alawys on time.	
NL028	3	No Comments.	
NL028	4	Excellent.	
NL028	4	Happy with service.	
NL031	5	I am happy with the driver and escort	
NL032	3	No Comments.	
NL035A	5	Delighted with the service provided.	
NL035A	3	I am & colette is pleased with the current arrangements.	
NL036	5	Very happy withg transport provided.	
NL037	3	No Comments.	
NL037	3	No Comments.	
NL038-385	3	No Comments.	
NL038-385	2	No happy with driver.	
NL043	3	No Comments.	
NL043	3	No Comments.	

NL045	3	No Comments.	
NL048	3	No Comments.	
NL049	4	Very happy with service.	
NL053	3	No Comments.	
NL056	4	Please with transport	
NL057	3	No Comments.	
NL058	4	Very happy with service	
NL060	5	Very happy with service.	
NL060	3	No complaints with driver/car.	
NL061	3	No Comments.	
NL064	3	No Comments.	
NL066	4	Very happy with transport.	
NL066	5	Always punctual	
NL067	3	No Comments.	
NL067	3	No Comments.	
NL067	4	Happy with contract.	
NL067	3	No Comments.	
NL071	3	No Comments.	
NI071	2	Children picked up too early.	
NL072	5	Very happy with service.	
NL072	5	Driver and escort are a godsend	
NL075	3	No Comments.	
NL075	3	No Comments.	
NL078	4	Happy with service provided.	
NL081	3	No complaints so far.	
NL081	4	Very happy with contract.	
NL081	3	No Comments.	
NL082	3	No Comments.	
NL085	3	No Comments.	
NL086/472	3	No Comments.	
NI087	3	No Comments.	
NL090	3	Everything going well.	
NL091	2	No Comments.	
NL091	3	No Comments.	
NL092/368	3	No Comments.	
NL095	3	No Comments.	
NL096	3	No Comments.	
NL096	4	Happy with transport.	
NL096	2	No Comments.	
NL097	4	No Comments.	
NL097	4	Happy with service provided.	
NL099	3	Sometimes late.	

NL099	3	No Comments.	
NL101	4	Interested in transporting child himself.	
NL102	4	I am delighted with my sons driver.	
NL105	3	No Comments.	
NL105	3	No Comments.	
NL109A	3	Happy with transport at present - troubles in the past.	
NL111	3	No Comments.	
NL112	5	Transport is excellent.	
NL112	2	No happy with service.	
NL114	5	Very content and happy with driver and escort	
NL115	3	No comments.	
NL116A	4	Very happy with transport.	
NL119	3	Very polite & good rapport with my son.	
NL120	4	No Comments.	
NL121/196	4	I have been very happy since the contractor has changed.	
NL127	4	Very happy with service.	
NL128	4	I couldn't ask for a better service.	
NL129	4	Always efficient.	
NL131	4	Very nice and helpful people.	
NL132	3	Overall very satisfied.	
NL132	5	Very satisfied with transport.	
NL132	5	Delighted with service provided.	
NL133	3	No Comments.	
NL135	4	Mark is very reliable and my child feels secure & completely at ease.	
NL136	3	No Comments.	
NL137	3	No Comments.	
NL137	4	Very happy with driver and escort.	
NL137	3	No Comments.	
NL137	5	Extremely satisfied with service	
NL138	4	Very happy with service.	
NL138	3	Very satisfied with service.	
NL140	3	No Comments.	
NL140	3	No Comments.	
NL140	4	Both driver/escort are friendly, helpful & always on time.	
NL141	2	No Comments.	
NL142	3	No Comments.	
NL142	3	Lack of escort on occasion	Contractor contracted - emphasised escort should be available at all times - Conditions of contract apply
NL144	3	No Comments.	
NL144	3	No Comments.	
NL146	3	No Comments.	
NL147	3	No Comments.	

NL148	2	Nearly always late.	
NL149	3	No Comments.	
NL149	3	No Comments.	
NI151	5	Excellent with child.	
NL151	3	No Comments.	
NI155	3	No Comments.	
NL157	3	No Comments.	
NL160	3	No Comments.	
NL160	3	No Comments.	
NL162	3	Happy with service.	
NL163	4	Happy with transport.	
NL163	3	Happy with service provided.	
NL164	3	No Comments.	
NL165-222	4	Very good.	
NL168	3	No Comments.	
NL168	3	No Comments.	
NL169	3	Overall its fine.	
NL170	4	Happy with contract	
NL171	4	My child is very happy going to school with his driver & escort they know him well.	
NL171	5	Very happy with contract.	
NL175	3	No Comments.	
NL176	3	No Comments.	
NL177	4	Completely Satisfied with service.	
NL178	3	The service provided is satisfactory to my sons needs.	
NL182	4	Pleased with the service provided.	
NL182	4	Happy with service.	
NL183	3	No Comments.	
NL192	4	Very happy with contract.	
NL192	5	Excellent contract.	
NL192	3	No Comments.	
NL195	2	No Comments.	
NL197	3	No Comments.	
NL197	4	Pleased with transport.	
NL198	3	Good service no problems.	
NL200	4	No Comments.	
NL201	3	No Comments.	
NL202	4	Very please with contract.	
NL205	3	No Comments.	
NL205	3	No Comments.	
NL205	3	No Comments.	
NL206	3	No Comments.	
NL206	3	No Comments.	

NL207/208	4	Happy with transport.	
NL207/208	3	No Comments.	
NL207/208	3	We would hate to lose this contractor.	
NL209/367	3	No Comments.	
NL210/340	1	See Sandra Love.	
NL210-340	4	We are very pleased with the contractor.	
NL211	3	No Comments.	
NL211	3	No Comments.	
NL212	5	Would highly recommend driver and escort to others. Very happy with service.	
NL215	4	I am very happy with my sons transport.	
NL216	3	No Comments.	
NL216	3	No Comments.	
NL217	3	No Comments.	
NL219	4	My son is very happy going to school in the taxi with ann and his 2 friends.	
NL224	3	Satisfactory.	
NL225-697	3	No Comments.	
NL228	3	No Comments.	
NL229	3	No Comments.	
NL230	2	Always late.	
NL231	4	Happy with service.	
NL231	3	No Comments.	
NL233	4	Very happy with transport.	
NL234	3	No Comments.	
NL234	4	Very happy with service.	
NL235A	3	Generally very happy with driver/escort.	
NL237	3	No Comments.	
NL238	3	No Comments.	
NL239	3	No Comments.	
NL242	4	Very happy with this years contractor.	
NL243	3	No Comments.	
NL243	4	No Comments.	
NL243	4	Happy with transport.	
NL243	4	Very pleased with transport provided.	
NL245	3	No Comments.	
NL246	4	Happy with contract.	
NL247B	3	We are very happy with the contractor.	
NL250	3	No Comments.	
NL254	3	No Comments.	
NL256	4	Very good transport provided.	
NL257	3	No Comments.	
NL258	3	No Comments.	
NL258	3	No Comments.	

NL259	5	Delighted with contract.	
NL259	3	No Comments.	
NL260	3	Sometimes late because of pupil before not ready on time.	
NL261	4	My grandson loves the driver & escort.	
NL262	2	Vehicle dirty and bus sometimes doesn't turn up.	
NL262	2	No Comments.	
NL263	3	No Comments.	
NL270	3	I would like my son to be in time for school.	
NL271	3	No Comments.	
NL271	3	The contractor /escort are very good with children.	
NL272	3	Have no worries regarding sons transport.	
NL272	4	Very helpful & friendly.	
NL272	3	No Comments.	
NL273	3	No Comments.	
NL273	4	Happy with contract.	
NL274	4	Would prefer to take her to school herself.	
NL274	4	Happy with the contract	
NL274	3	No Comments.	
NL275/279	3	Gerards taxi driver is very helpful.	
NL278	3	Taxi is late picking up in the morning.	
NL280A	4	Very good service.	
NL282	3	Ocasionally uses smaller car which is unsuitable	
NL283	3	No Comments.	
NL287	3	No Comments.	
NL289	4	Very happy with contract.	
NL289	4	Happy with service.	
NL290/309	4	Happy with service provided.	
NL290-309	3	No Comments.	
NL290-309	4	It makes life a lot easier	
NL290-309	3	Happy with arrangements.	
NL290-309	4	Very happy with contract.	
NL292	4	Very happy with contractor.	
NL293/298	3	No badges worn. Happy with service.	
NL293/298	3	No Comments.	
NL293-298	3	No Comments.	
NL293-298	2	No Comments.	
NL293-298	4	Very impressed with contractor.	
NL293-298	3	No Comments.	
NL295	3	No Comments.	
NL300	3	No Comments.	
NL300	3	Satisfactory.	
NL301	3	No Comments.	

NL301	4	Happy with transport.	
NL302	3	No Comments.	
NL303	3	No Comments.	
NL304	3	No Comments.	
NL309/343	2	Would like to take child herself.	
NL309-343	3	No Problems so far.	
NL309-343	3	No Comments.	
NL309-343	4	Happy with service.	
NL309-343	4	She enjoys going on the bus. very friendly.	
NL312	4	Very pleased with contract conditions.	
NL314	3	No Comments.	
NL314	5	Good relationship with driver	
NL314	5	Very reliable and good with my son	
NL316	4	Happy with contract.	
NL316	3	No Comments.	
NL321/333	3	No concerns at all. Transport/driver has been very flexible to accommodate needs.	
NL321/333	3	Both very helpful.	
NL321/3335	5	Very happy with childs transport.	
NL323	3	No Comments.	
NL325	4	Both taxi & escort are very good with the children.	
NL326	4	Very happy with contract.	
NL326	4	The service is very good.	
NL327	3	No Comments.	
NL328	3	Im happy with arrangements.	
NL328	5	Very pleased with taxi arrangements	
NL332	3	No Comments.	
NL332	4	Both driver/escort are pleasant & helpful.	
NL333	3	No Comments.	
NL334A	4	Happy with contract.	
NI335	3	No Comments.	
NL338	3	No Comments.	
NL339	1	Takes her child to school - not a taxi?	
NL339	3	No Comments.	
NL345A	3	No Comments.	
NI345A	4	Happy with contract.	
NL345A	3	Happy with contract	
NL345A	3	No Comments.	
NL346	4	Happy with transport.	
NL346	3	No Comments.	
NL346	5	Very happy with contractor	
NL347/349	3	They are good with the boys.	
NL349A	4	Very happy with contract.	



NL355	4	Very happy with this service.	
NL356	3	Car seat inappropriate.	
NL357	3	No Comments.	
NL358	3	Good time keeping and reliable.	
NL362	3	No Comments.	
NL362	3	Sometimes late picking up in morning and at night	
NL363	4	Extremely Satisfied.	
NL364	3	No Comments.	
NL366	4	Both the driver & escorts are very pleasant and understanding.	
NL371	3	No Comments.	
NL375	4	Very happy with contract.	
NL378	3	No Comments.	
NL379	3	No Comments.	
NL379	3	No Comments.	
NL379	3	No Comments.	
NL380	3	I am generally satisfied with the transport arrangements to date.	
NL384	2	No carseat in the car.	
NL384A	3	Happy with service provision at present.	
NL384A	3	No Comments.	
NL391	4	Content with current service.	
NL391	3	No Comments.	
NL395	4	Very happy with transport.	
NL395	3	Happy with contract.	
NL397A	4	Very please with transport.	
NL4002	5	Always punctual, polite, helpful, reliable and compassionate people	
NL4003	1	Not satisfied with service provided.	
NL4005	3	No Comments.	
NL4007	2	We have complained about time keeping and are keeping a diary.	
NL4008	4	I am Extremley happy with the escorts my son has.	
NL4011	4	I am very pleased and have no complaints.	
NL4012	1	Very disappointed with company this year.	
NL4012	1	Very Disappointed.	
NL4013	5	Very happy with service provided.	
NL4016	3	Happy with contract.	
NL4018	3	No Comments.	
NL4019	5	First cless service	
NL401A	4	Happy with contract	
NL4020	3	Sometimes late but transport is good.	
NL4021	4	The contractor is always on time,polite and great with my son.	
NL4023	3	No Comments.	
NL4023	2	Dirty vehicle.	
NL4023	3	Kimberley is happy with this arrangement.	

NL4023	5	Very friendly	
NL4024	4	Happy with service.	
NL4027	3	No Comments.	
NL4030	4	Happy with transport - driver doesn't wait until child has seatbelt on before driving off.	
NL4031	3	No Comments.	
NL4032	3	No Comments.	
NL4032	3	No Comments.	
NL4032	3	No Comments.	
NL4036	4	Happy with service.	
NL4036	5	Delighted with transport.	
NL4037	3	No Comments.	
NL4037	3	No Comments.	
NL4038	3	Happy with contract	
NL4038	2	Escort does not wear badge.	
NL4038	2	They are very bad time keepers and my son gets very upset.	
NL4038	2	Have had big struggle so far ensuring they use ramps for wheelchair	
NL4039	4	I am comfortable with the driver & escort they are fantastic.	
NL4040	3	No Comments.	
NL4041	3	No Comments.	
NL4041	5	Professional at all times - excellent	
NL4044	3	No Comments.	
NL4046	3	No Comments.	
NI4046	3	No Comments.	
NL4047	1	Not happy with service.	
NL4048	4	Very happy with service provided.	
NL405	3	No Comments.	
NL4051	3	Ghappy with contract	
NL4052	3	No Comments.	
NL4052	4	Happy with service.	
NL4054	4	Extremly happy with current contractor.	
NL4056	4	Happy with contract.	
NL4056	4	Happy with service provided.	
NL4056	3	No Comments.	
NL4059	4	I am very pleased with my sons transport and so is my son.	
NL4063	3	No Comments.	
NL4065	3	No Comments.	
NL4069	2	Would like to take child herself	
NL4070	4	Very happy with the driver.	
NL4072	3	No Comments.	
NL4072	3	No Comments.	
NL4075	4	Very happy with service.	
NL4076	2	No Comments.	