

NORTH LANARKSHIRE COUNCIL

REPORT

AGENDA ITEM NO. 8

To: <b>Education (Resources) Sub- Committee</b>	Subject: <b>Additional Support Needs Transport - Performance Review 2005/2006</b>
From: <b>Director of Education</b>	
Date: <b>August 2006</b>	
Ref: <b>MM/RA/SAL</b>	

**Summary**

This report reviews the additional support needs transport service provided by community services and private contractors. It also includes information on the financial performance of these ASN transport contracts.

**Recommendations**

The education (resources) sub-committee is recommended to :-

- a) note the performance of ASN transport contracts operated by internal transport section and private contractors.
- 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 1370 additional support needs pupils to 11 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 369 ASN pupils. 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>35</b>
<b>Number of children transported</b>	<b>369</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>124</b>
<b>Ashcraig School</b>	<b>3</b>	<b>13</b>
<b>Drumpark</b>	<b>5</b>	<b>73</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>13</b>
<b>Redburn School</b>	<b>3</b>	<b>27</b>
<b>Glencryan School</b>	<b>5</b>	<b>67</b>
<b>Baird Memorial Nursery</b>	<b>1</b>	<b>6</b>
<b>Devonview Nursery</b>	<b>1</b>	<b>10</b>
<b>Total</b>	<b>35</b>	<b>369</b>

- 2.3 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 Partnership for Transport also inspect vehicles as part of education department's quality monitoring process.

### 3 Monitoring of contracts

SPT undertakes the monitoring of ASN contracts and this is designed to check the arrival and departure times of the transport and to check the contractors are providing vehicles which meet the needs of the pupils. The inspectors also check that seatbelts, wheelchair restraints and any special equipment specified by the Council are used correctly. A total of 54 checks were undertaken at various schools as shown in the table below.

Checks at Primary Schools	Checks at Secondary Schools	Checks at SEN Schools
0	0	0
0	1	1
3	0	2
4	0	4
1	1	4
1	0	1
3	0	2
2	5	3
0	1	1
0	3	8
1	1	1
<b>15</b>	<b>12</b>	<b>27</b>

### 3. Financial Performance – Internal Transport

3.1 The table below outlines the final budget performance for 2005/2006.

Actual Spend to March 2006	Allocated Budget for 2005/2006	Overspend
<b>£1,125,341</b>	<b>£1,075,055</b>	<b>£50,286</b>

The overspend was due to an increase in the number of pupils being transported by community services, particularly the additional bus which was authorised to carry 7 additional pupils for Redburn School from the Kilsyth area.

### 4 Parental Survey

4.1 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 ASN transport contracts.

4.2 In April/May 2006 a total of 1502 parental questionnaires were issued. A sample of the questionnaire is attached as Appendix 1. Responses were received from 577 parents out of a possible 1502 i.e. (38.42%). A detailed summary of responses is attached as Appendix 2.

4.3 Summary of main conclusions is as follows:

%	Comments
98.5	Parents were happy with contract
1.0	Parents commented that contractors could be more punctual and consideration should be given to the fact that they (i) have other children to take to school and (ii) need to leave home at a specific time as they travel to work. This, once again, was the most common complaint.
0.5	Expressed concern about their contract

The overall parental evaluation of the transport is very positive with 98.5%.

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

7 contracts have been re-arranged because of parental concerns.

**5. Private Contractors Provision**

Private contractors provide transport for 1001 pupils on 485 contracts using various modes of transport, including private hire vehicles, hackey cabs, people carriers, mini buses and coaches. The type of vehicle used is determined by the individual need of the pupil.

**6 Monitoring of Vehicles**

As part of the monitoring exercise, SPT inspectors monitor the vehicles used on additional support needs contracts. This monitoring covers such aspects as the general condition of the vehicle, licences and the appropriate safety equipment, for example seat belts, wheelchair lifts or ramps, communications device (either radio or mobile telephone) where specified, fire extinguisher and first aid kit.

The customer care Inspectors carried out a total of 335 checks on contracts in the North Lanarkshire Council area. The number of vehicles checked is summarised in the following table. This includes multiple checks.

Number of Taxis Checked	Number of Cars Checked	Number of Minibuses Checked
0	0	0
14	5	5
16	11	1
38	15	8
24	10	14
1	1	0
26	10	13
38	12	7
15	11	6
21	5	4
1	3	0
<b>194</b>	<b>83</b>	<b>58</b>

Copies of all inspection reports are sent to the education department for information and action. Warning letters are sent to contractors for a minor infringement, for example non-display of badge. Where the report indicates a serious breach of the conditions of contract the contractor will be called to meet with the education department with a view to cancelling the contract. Appendix 3 shows an example of an SPT inspection report.

## **7 Financial Performance : All ASN transport**

- 7.1 There are continuous concerns about the financial performance of the ASN transport contracts. Despite rigorous tendering procedures, close monitoring and other management action, needs continue to increase beyond the available resources.
- 7.2 The table below outlines the final budget outturn for 2005/6.

<b>Budget (2005/6)</b>	<b>Actual Spend at 31 March</b>	<b>Overspend for 2005/2006</b>
<b>£2,413,130</b>	<b>£2,933,064</b>	<b>£519.934</b>

## **8. RECOMMENDATIONS**

The education (resources) sub-committee is recommended to:-

- a) note the performance of ASN transport contracts operated by internal transport section and private contractors.
- b) request the submission of regular performance review reports to future meetings of the sub- committee.

DEPARTMENT OF EDUCATION : SURVEY OF SPECIAL NEEDS TRANSPORT

<b>Pupil Name</b>	[Name]
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APPENDIX 1

<b>Address</b>	[Address]
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<b>School(s) Attended</b>	[Schools]
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<b>Contractor</b>	[Contractor]
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<b>Contract No</b>	[Contract Number]
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Please indicate whether you are satisfied/dissatisfied with the service provided by the contractor by ticking the appropriate boxes. Any further comments should be made in the spaces provided.

<b>Yes</b>	<b>No</b>
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Do you have any concerns regarding the time keeping of this contract?

<input type="checkbox"/>	<input type="checkbox"/>
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Comments:
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Do you have any concerns over the condition of vehicle being used?

<input type="checkbox"/>	<input type="checkbox"/>
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Comments:
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Do you have any concerns regarding the professional service provided by the driver / escort operating this contract?

<input type="checkbox"/>	<input type="checkbox"/>
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Comments:
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Does the drivers / escorts wear their security passes?

<input type="checkbox"/>
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Comments:
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**Any other comments**

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PARENTAL SURVEY - OCTOBER 2005

APPENDIX 2

CONTRACT NO	NO OF COMMENTS	COMMENTS	NOTED BY
AC03	3	LIFT BREAKSDOWN	Community Services have been notified of all parental concerns. All contracts other than NL and TEMP numbers are covered by community services transport
AC03	3	LIABLE TO BREAKDOWNS	
AC03	3	VEHICLE LIFT BREAKS DOWN	
AC04	3	VEHICLE NEEDS UPGRADING	
AC04	5	FRIENDLY, REASSURING DRIVER	
AC04	3	VEHICLE NEEDS UPGRADING	
AC04	5	EXCELLENT SERVICE	
AC04	3	SOMETIMES LATE	
AC05	5	VERY HELPFUL & CONSIDERATE	
ACO4	5	WE HAVE ALWAYS BEEN GIVEN THE BEST POSSIBLE SERVICE	
BAIRD1	5		
BAIRD1	5	DUE TO SERVICE PROVIDED CHILD HAS BECOME MORE CONFIDENT	
BAIRD1	5	DRIVER & ESCORT VERY FRIENDLY	
BP02	2	BUS LATE ON OCCASIONS	
BP02	5		
BP02	5		
BP02	5	CHILD GETS ON WELL WITH BOTH DRIVER & ESCORT	
BP02	5		
BP1	5	VERY HELPFUL	
CV01	3	OFTEN LATE	
CV01	5	HAPPY WITH SERVICE	
CV01	3	OFTEN LATE	
CV02	5		
CV02	5		
CV02	5	DRIVER & ESCORT VERY GOOD	
DB03	5		
DEV01	5	VERY PLEASANT & BOTH WORK EXCELLENT WITH CHILD	
DEV01	4	VEHICLES SHOULD BE MORE MODERN	
DEV01	5	VERY RELIABLE ALWAYS ON TIME	
DP01	5		
DP01	5	VERY SATISFIED WITH BUS SERVICE	
DP01	5	FANTASTIC JOB	
DP01	5	EXCELLENT SERVICE	
DP01/02	5	SATISFIED	
DP01/04	5		
DP01/04	5		
DP01/04	5		
DP01/04	5		
DP01/04	5		
DP02	5		

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DP02	5		
DP02/03	3	FEELS CHILD IS ON TRANSPORT TOO LONG, VERY TIRED ON ARRIVAL HOME	Contract re-arranged to suit pupil
DP02/03	2	UNHAPPY WITH BUS TIMING	
DP02/03	5		
DP02/03	2	NOT HAPPY WITH BUS TIMING	
DP02/05	5		
DP02/05	5		
DP02/05	2	ALWAYS LATE	
DP03	4		
DP03	5		
DP04	5	HAPPY WITH TRANSPORT	
DP04	5	VERY HELPFUL & POLITE	
DP04	5	ALWAYS PROFESSIONAL	
DP04	5	VERY PLEASANT	
DP05	5	VERY SATISFIED WITH SERVICE	
DP1	5		
FP01	5		
FP01	2	LATE	
FP01/07	5		
FP01/07	2	TIME FACTOR	
FP01/07	5	BOTH VERY HELPFUL & SMART	
FP01/10	5		
FP02/03	3	LATE	
FP02/08	5		
FP02/09	5		
FP02/10	5		
FP02/10	5		
FP03	5	VEHICLE ALWAYS CLEAN & TIDY	
FP03	5		
FP03	5	VERY HAPPY WITH THE SERVICE	
FP03/10	5		
FP05	5	PUT CHILD AT EASE. DRIVER & ESCORT DOING A GREAT JOB	
FP05	5	HELPFUL & FRIENDLY	
FP05/06	5		
FP05/06	5	DRIVER EXCELLENT! PROVIDING A PROFESSIONAL SERVICE	
FP05/06	5	ALWAYS ON TIME	
FP05/09	5	HAPPY WITH THE SERVICE	
FP06	5	DRIVER & ESCORT VERY FRIENDLY & HELPFUL	
FP06	5	DRIVER & ESCORT ARE EXCELLENT	
FP06	3	LATE BEING DROPPED OFF	
FP06/09	5		
FP06/09	5		
FP06/09	5		
FP06/10	5		
FP07	5	ALWAYS HELPFUL & FRIENDLY	
FP07/10	3	CONCERNS OVER SOME OF THE OTHER PUPILS IN BUS	



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FP07/FP10	3	UNHAPPY WITH BEHAVIOUR OF OTHER CHILDREN	
FP08	5	ALWAYS PLEASANT & HELPFUL	
FP08	5	DRIVER & ESCORT COULDN'T BE NICER	
FP08/09	5		
FP08/09	5		
FP08/09	5	DRIVER & ESCORT GOOD	
FP08/09	5		
FP08/09	4		
FP09/10	5		
FP09/10	5		
GLEN04	5		
GLEN1/2	5	GOOD SERVICE WITH FRIENDLY, CARING PEOPLE	
GLEN1/2	5		
GLEN1/2	5	GOOD RELIABLE SERVICE	
GLEN1/2	5	DRIVER & ESCORT PLEASANT & HELPFUL	
GLEN1/2	5		
GLEN1/2	5	DRIVERS & ESCORTS ARE A CREDIT TO THERE PROFESSION	
GLEN1/2	5	VERY HAPPY WITH THE SERVICE	
GLEN1/2	5	HELPFUL & PLEASANT	
GLEN1/2	5		
GLEN1/2	5		
GLEN1/2	5	VERY PUNCTUAL & CARING	
GLEN1/4	5	VERY SATISFIED	
GLEN1/4	5		
GLEN1/4	5	ALWAYS VERY ATTENTIVE	
GLEN2/4	5		
GLEN2/4	5		
GLEN2/4	5		
GLEN3/5	5	MORE THAN HAPPY WITH SERVICE	
GLEN3/5	5		
GLEN3/5	5		
GLEN3/5	5		
GLEN3/5	5	DRIVER & ESCORT ARE PROFESSIONAL	
GLEN3/5	5		
GLEN3/5	5		
GLEN4	5		
GLEN4	5		
GLEN4/5	5		
GLEN4/5	5	CHILD MADE TO FEEL VERY WELCOME	
GLEN4/5	5		
MB1	5		
MB1	5		
MB1	2	QUESTIONING CONDITION OF BUS	
MB1	2	QUESTIONING CONDITION OF BUS	
MB2	5		
MB3	2	VEHICLE CONTINUALLY BREAKING DOWN	

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MB3	2	VEHICLE CONTINUALLY BREAKING DOWN	
MB3	2	LATE TO BREAKDOWNS	
MB3	2	TAIL LIFT BREAKSDOWN	
MB4	5	KIND & POLITE	
MB4	5		
NL003	5		
NL004	5	DRIVER VERY GOOD	
NL004	1	NEW CONTRACT HAS SINCE BEEN ARRANGED BECAUSE OF ONGOING PROBLEM	
NL005A	5		
NL005A	5	VERY ACCOMMODATING	
NL009	5	PUNTUAL AND FLEXIBLE, HELPFUL, CHEERY AND POLITE. DRIVER FANTASTIC	
NL012	5	VERY HELPFUL, KIND AND GENTLE	
NL013	5		
NL016	5		
NL017	5	CHILD LIKE DRIVER & ESCORT VERY MUCH	
NL019/020	3	NO BADGES	Contractor Notified - now ID worn
NL019/020	3	NOT WEARING BADGES	Contractor Notified - now ID worn
NL019/020	5		
NL021	5	VERY HAPPY	
NL022	5		
NL022	5		
NL031	5		
NL032	5	WOULD LIKE TO KEEP THE SAME DRIVER WHEN CONTRACT EXPIRES	
NL033	5		
NL033	5		
NL038-385	2	LATE, DRIVER'S ATTITUDE A PROBLEM, NEVER SEEN BADGES	Contract now closely monitored because of parental concerns
NL038-385	5		Contract now closely monitored because of parental concerns
NL038-385	2	LATE, DON'T LIKE DRIVERS ATTITUDE	Contract now closely monitored because of parental concerns
NL038-385	3	SOMETIMES DRIVE OFF BEFORE CHILD IS SETTLED	Contract now closely monitored because of parental concerns
NL043	5		
NL043	5		
NL048	3	CAR NEEDING UPDATED	
NL053	5		
NL056	5	SERVICE INVALUABLE	
NL057	5	ESCORT BRILLIANT!	
NL060	5	COMPLETELY HAPPY	
NL067	5		
NL067	5		
NL067	5		
NL067	5		
NL072	5	CONTRACTORS ARE A GODSEND!	
NL075	5	EXTREMELY SATISFIED WITH SERVICE	
NL075	5		
NL078	5	HAPPY WITH OVERALL SERVICE	
NL080	5	VERY PROFESSIONAL	
NL081	5		

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NL082	5		
NL082	5		
NL082	5		
NL092/368	5		
NL094	5		
NL096	5		
NL096	5		
NL096	5	VERY HAPPY WITH CONTRACTOR	
NL096	5	PLEASANT & COURTEOUS SERVICE	
NL096	5		
NL098	5		
NL105	5		
NL105	5		
NL105	3	SOMETIMES LATE	
NL111	5	DRIVER & ESCORT ARE NICE PEOPLE	
NL114	5		
NL132	5	VERY IMPRESSED WITH THE SERVICE	
NL132	5	VERY PATIENT, PLEASANT & APPROACHABLE	
NL132	5	DRIVER & ESCORTS ARE WONDERFUL	
NL132	5	HAPPY IN ALL AREAS	
NL137	5	HIGHLY RECCOMENDED	
NL137	5	VERY SATISFIED WITH SERVICE	
NL137	5	VERY SATISFIED WITH SERVICE	
NL142	5	FRIENDLY, SUPPORTIVE & UNDERSTANDING	
NL142	5	VERY HAPPY WITH THE SERVICE	
NL144	5	DRIVER HAS VERY PLEASANT MANNER	
NL147	5	VERY SATISFIED WITH SERVICE	
NL149	5		
NL149	3	NOT GOT A VERY GOOD ATTITUDE	
NL156	2	LATE	
NL165-222	5		
NL170	5		
NL182	5	RELIABLE & FRIENDLY	
NL182	5		
NL209/367	5	COULD NOT WISH FOR BETTER FACILITIES	
NL209/367	5	VERY HAPPY	
NL209/367	3	SOMETIMES LATE	
NL211	5		
NL212	5	VERY FRIENDLY	
NL219	3	CAN BE LATE, BUT DRIVER HELPFUL	
NL219	2	NOT HAPPY WITH THE OTHER CHILDREN IN THE VEHICLE	
NL234	5	CHILD VERY HAPPY	
NL242	4	QUITE HAPPY WITH THE SERVICE	
NL242	5	CHILD VERY COMFORTABLE WITH DRIVER	
NL242	5	EXCELLENT SERVICE	
NL243	5		

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PARENTAL SURVEY - OCTOBER 2005

NL243	5	
NL243	5	HELPFUL & FRIENDLY
NL282	5	
NL288	5	VERY HAPPY
NL288	5	I COULDN'T ASK FOR ANY BETTER
NL292	5	VERY KIND & CONSIDERATE
NL293/298	5	
NL293-298	5	
NL293-298	5	GOOD SERVICE, FRIENDLY & HELPFUL
NL293-298	5	
NL293-298	5	CHILD GETS ON WELL WITH BOTH DRIVER & ESCORT
NL309-343	4	CHILD HAPPY TO TRAVEL, INDICATOR THAT EVERYTHING IS OK
NL309-343	5	
NL309-343	5	HAPPY WITH SERVICE
NL314	5	BOTH PARENT & CHILD HAVE GOOD RELATIONSHIP WITH CONTRACTOR
NL325	5	
NL325	5	
NL325	5	ALWAYS PROMPT
NL327	5	
NL327	5	UNFRIENDLY
NL328	5	VERY HAPPY
NL350	5	SERVICES FINE
NL353	2	LATE
NL357	5	
NL357	5	
NL362	3	COULD BE EARLIER TO PICK UP IN MORNINGS
NL362	5	
NL366	4	VEHICLE GOOD CONDITION
NL378	5	PLEASE WITH SERVICE
NL378	5	THEY DO A GREAT JOB, ALWAYS WITH A SMILE
NL379	5	
NL379	5	
NL401/680	5	
NL402	3	VEHICLE VERY SHABBY
NL404	5	SERVICE IS GOOD
NL404	5	IT'S MORE THAN JUST A JOB, THEY REALLY CARE ABOUT THE CHILDREN
NL406	5	VERY SATISFIED
NL408	2	OFTEN LATE
NL409	5	
NL409	5	EXCELLENT SERVICE
NL410	5	RELIABLE, PROMPT & COURTEOUS
NL413	5	
NL413	5	VERY HELPFUL & OBLIGING
NL415/677	5	
NL415/677	5	
NL416	5	DRIVERS ARE VERY GOOD

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NL421/422	5	VERY GOOD AND HELPFUL	
NL424	5		
NL426	5	VERY PROFESSIONAL & COURTEOUS	
NL427	5	VERY HAPPY WITH THE SERVICE	
NL428	4	CONTRACTOR RESPONDED WELL TO PROBLEMS WITH ROADWORKS	
NL429	5		
NL429	5		
NL431	5		
NL431	5		
NL432	2	LATE	
NL433/434	5		
NL433/434	5	VERY PLEASED WITH CARE SUPPLIED	
NL435	2	NOT HAPPY WITH TIME FACTOR	School monitoring time of arrival of contract
NL435	5		
NL435	2	NOT HAPPY WITH TIME FACTOR	School monitoring time of arrival of contract
NL436	5	HAPPY WITH SERVICE	
NL436	5	ALWAYS ON TIME	
NL436	5		
NL436	5		
NL437	5		
NL440	5	VERY SATISFACTORY SERVICE	
NL441	5	PROMPT EVER DAY	
NL442	5	EXCELLENT COMMUNICATION	
NL445/449	5	QUITE HAPPY	
NL446/454	5		
NL453	5		
NL453	5		
NL455	5	FRIENDLY & RELIABLE	
NL457	5	VERY GOOD	
NL459/460	5		
NL459/460	5		
NL459/460	5		
NL459/460	5		
NL463	5	ALWAYS ON TIME, COURTEOUS AND PLEASANT	
NL463	5	TIME KEEPING PERFECT	
NL464	3	SOMETIMES LATE DUE TO OTHER CHILDREN BEING LATE	
NL464	5	VERY PROFESSIONAL	
NL464	5		
NL466	4	ALWAYS COME TO THE DOOR TO COLLECT CHILD	
NL468	5	VERY LUCKY TO HAVE THE DRIVER & ESCORT	
NL473	5	CHILD LIKES DRIVER & ESCORT	
NL473	5	PROVIDE A FIRST CLASS SERVICE	
NL475	5	DRIVER & ESCORT VERY GOOD	
NL476/479	5	FIRST CLASS SERVICE	
NL480	5		
NL480	3	TIME FACTOR A PROBLEM.	

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NL483	5		
NL488	5	ALWAYS NICE	
NL489	5	DRIVER & ESCORT VERY NICE	
NL489	5		
NL492	5	CHILD LIKES DRIVER & ESCORT	
NL493	5		
NL493	5	VERY FRIENDLY & CARING	
NL493	5	GOOD SERVICE PROVIDED	
NL494/499	5		
NL495	5		
NL497	5		
NL5002	5	1ST CLASS SERVICE	
NL5003	5		
NL5004	5		
NL5005	5	EXCELLENT MANNER	
NL5008	5		
NL5008	5	VERY HAPPY WITH SERVICE PROVIDED	
NL5010	4	SOMETIMES LATE	
NL5010	5		
NL5011	5		
NL5014	5	ALWAYS PLEASANT	
NL5014	5	DRIVER IS 'A BREATH OF FRESH AIR'	
NL5015	5	VERY HAPPY	
NL5016	3	NO ESCORT AND WOULD LIKE ONE ON CONTRACT	No escorts usually required for secondary pupils unless requested by school
NL5016	5		
NL5018	5	DRIVER & ESCORT WORK VERY WELL WITH CHILD	
NL5019	5	SERVICE HAS BEEN EXCELLENT	
NL502	5	VERY RELIABLE CONTRACTOR	
NL502	3	PARENT NOT HAPPY AS THERE IS NO ESCORT.	No escorts usually required for secondary pupils unless requested by school
NL5020	5	HAPPY WITH SERVICE, CHILD VERY SETTLED	
NL5021	5		
NL5021	5		
NL5025	5		
NL5026	5		
NL5027	5	PLEASED WITH THE SERVICE	
NL5027	2	NEW CONTRACT HAS SINCE BEEN ARRANGED	
NL5031	5		
NL5037	5	VERY COURTEOUS	
NL5039	5	DRIVER & ESCORT ARE FANTASTIC	
NL504	5	VERY RELIABLE CONTRACTOR	
NL5040	5	KIND, POLITE, ALWAYS ON TIME	
NL5040	3		
NL5042	5		

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NL5042	5	VERY SATISFIED WITH SERVICE	
NL5043	5		
NL5047	5	CONTRACTOR IS GREAT.	
NL5048	5		
NL5049	4	TIME KEEPING CAN BE A LITTLE ERATIC, BUT ONLY OCCASIONALLY	
NL5050	5	DRIVER & ESCORT FABULOUS	
NL5052	2	LATE WITHOUT LETTING PARENT KNOW	
NL5052	5	CHILD LOVES GOING IN TAXI	
NL5053	5		
NL5053	5	ALWAYS ON TIME	
NL5054	5	ALWAYS PLEASANT	
NL5054	5		
NL5055	5	ALWAYS ON TIME. VEHICLE CLEAN & TIDY	
NL5060	5		
NL5061	5	MORE LIKE FRIENDS THAN DRIVER & ESCORT	
NL5061	5		
NL5065	5		
NL5065	3	NOT A LOT OF SPACE IN VEHICLE	
NL5066	5		
NL5066	5	VERY FRIENDLY	
NL5066	5		
NL5068	5		
NL5068	5		
NL5071	5		
NL5072	5		
NL5073	5		
NL5074	5		
NL507-509	5	GOOD SERVICE	
NL507-509	5	DRIVER & ESCORT EXTREMELY NICE & HELPFUL	
NL507-509	5		
NL507-509	5		
NL507-509	5		
NL507-509	5	VERY HELPFUL	
NL5077	5	ALWAYS HELPFUL & FRIENDLY	
NL5078	5	DRIVER & ESCORT FANTASTIC	
NL5079	5		
NL5080	5		
NL5080	5	VERY GOOD	
NL5082	5	FRIENDLY & HELPFUL	
NL5083	5		
NL5083	5		
NL5084	5		
NL5086	5	VERY HAPPY WITH QUALITY OF SERVICE	
NL5088	5	DRIVER & ESCORT ARE REALLY GOOD	
NL5089	5	VERY HAPPY WITH THE SERVICE	
NL5093	5		

NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

PARENTAL SURVEY - OCTOBER 2005

NL5094	5		
NL5094	5		
NL5095	5	ALWAYS HELPFUL & PLEASANT	
NL5095	5	HAPPY WITH DRIVER	
NL5096	3	LATE OFTEN	
NL5098	5		
NL5099	5	DRIVER & ESCORT EXCELLENT	
NL510	5		
NL5103	5		
NL5104	5	EXCELLENT SERVICE	
NL5104	5		
NL5105	5		
NL5106	5		
NL5107	5		
NL5108	5	PROVIDING AN EXCELLENT SERVICE	
NL5109	5	VERY EFFICIENT SERVICE	
NL511	5		
NL5111	5	VERY SATISFIED WITH SERVICE	
NL5113	5		
NL5114	5	VERY HELPFUL	
NL5118	5	DRIVER IS EXCELLENT	
NL5119	5	DRIVER VERY NICE	
NL512	5		
NL5123	3	VERY COURTEOUS. TOOK 4 WEEKS TO GET CORRECT SIZED VEHICLE	
NL5127	5	VERY ACCOMMODATING	
NL514	5		
NL514	5		
NL515	5	BEST CONTRACT BY FAR	
NL517	5	MORE THAN HAPPY	
NL524	2	LATE, VEHICLE NEEDS UPDATING	
NL525	5	DRIVER HAS A GREAT NATURE	
NL527	5	CHILD LOVES GOING IN THE TAXI. DRIVER & ESCORT GREAT	
NL529	5	GREAT SERVICE	
NL530	5	VERY PROMPT	
NL530	5	VERY PLEASANT	
NL532	5		
NL540/541	5	VERY SATISFIED WITH SERVICE	
NL540/541	5	SATISFIED WITH SERVICE PROVIDED	
NL542	5	DRIVER & ESCORT 110%.	
NL543	5	HAPPY WITH SERVICE	
NL544	5		
NL544	5	HAPPY WITH DRIVER	
NL548	5		
NL548	5	DRIVER & ESCORT ARE ALWAYS PLEASANT & PROFESSIONAL	
NL548	5	VERY FRIENDLY	
NL552/559	5	ALWAYS ON TIME	



NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

PARENTAL SURVEY - OCTOBER 2005

NL552-559	5	EXCELLENT SERVICE, POLITE FRIENDLY, ALWAYS ON TIME	
NL552-559	5	VERY NICE	
NL552-559	4	ALWAYS ON TIME, BUT PICKED UP A LITTLE EARLY	
NL554	2	LATE	
NL557/558	5	EXTREMELY SATISFIED	
NL557/558	5	DELIGHTED	
NL560/561	5	BRILLIANT!	
NL562	5	VERY FRIENDLY	
NL565	5		
NL567	5		
NL567	5	RELIABLE & FRIENDLY	
NL570	5		
NL570	5	ALWAYS PUNCTUAL, GREAT GUY!	
NL570	5		
NL571	2	OFTEN LATE	Contract being monitored because of late comings
NL571	5		Contract being monitored because of late comings
NL571	2	OFTEN LATE	Contract being monitored because of late comings
NL573	4	DRIVER & ESCORT VERY GOOD	
NL573	5		
NL576	5	OUTSTANDING AMOUNT OF PATIENCE	
NL577	5		
NL577	5	VERY HAPPY	
NL578	5	ALWAYS ON TIME	
NL578	5	VERY POLITE & FRIENDLY	
NL583	5	EXTREMELY PROFESSIONAL	
NL585-693	5	VERY PROFESSIONAL	
NL585-693	5	ESCORT IS VERY STRICT WITH HEALTH & SAFETY OF CHILDREN. VERY PROFESSIONAL	
NL585-693	5	VERY FRIENDLY & HAPPY PEOPLE	
NL585-693	5		
NL585-693	3	TIME KEEPING NOT ALWAYS CONSISTANT	
NL585-693	4		
NL586	5	BRILLIANT!	
NL586	5	RELIABLE & FRIENDLY	
NL586	5		
NL593	5		
NL596	5		
NL598	5		
NL599	5	VERY RELIABLE WITH A GREAT DEGREE OF UNDERSTANDING	
NL600	5	EXCELLENT SERVICE	
NL601	5	VEHICLE ALWAYS CLEAN & TIDY	
NL604	3	LATE	
NL606	5		
NL606	5	VERY RELIABLE ALWAYS ON TIME	
NL608	5	CHILD LOOKS FORWARD TO GOING TO SCHOOL EVERYDAY	
NL608	5	NEVER A MINUTE LATE, VERY FRIENDLY	
NL610	5	VERY RELIABLE	

## NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

## PARENTAL SURVEY - OCTOBER 2005

NL611/614	5		
NL611/614	5		
NL611/614	5		
NL612	5		
NL615	5		
NL617	5		
NL618/624	5		
NL618/624	5		
NL620	5		
NL621	5	VERY HAPPY WITH DRIVER & ESCORT	
NL621	5	DRIVER & ESCORT ARE EXCELLENT	
NL625	2	GENERALLY UNHAPPY	
NL626	5		
NL628	5	DRIVERS ARE ALWAYS NICE	
NL633	5		
NL635	5	FIRST CLASS ESCORT	
NL638	2	LATE EVERY DAY	
NL641	5		
NL642	5		
NL645	5		
NL647	5	CHILD IS IN SAFE & FRIENDLY HANDS	
NL647	5	VERY SATISFIED WITH SERVICE	
NL647	5		
NL648	5		
NL650	5	DRIVER, ESCORT AND CHILD INTERACT VERY WELL	
NL650	5		
NL656	5		
NL657	5	CHILD LOVES THE YELLOW BUS	
NL658	3	PARENT HASN'T SIGNED LETTER OF UNDERSTANDING	Now carried out
NL658	4	ROUTINE NOW ESTABLISHED	
NL660	5	BOTH PLEASANT & HELPFUL	
NL661	5		
NL663-665	5		
NL663-665	5		
NL669	2	LATE OFTEN	
NL670	2	TAXI OFTEN LATE. DRIVER LEAVING BEFORE CHILD HAS SEATBELT ON.	Contractor notified of parent's concerns
NL672	5	DRIVER & ESCORT VERY KIND	
NL673	5	DRIVER & ESCORT VERY PLEASANT	
NL674	5		
NL674	4	EXCELLENT SERVICE EXCEPT FOR LATENESS	
NL674	3	SOMETIMES LATE	
NL674	2	USUALLY LATE	
NL674	3	SOMETIMES DRIVE OFF BEFORE CHILD IS SETTLED	
NL678	3		
NL689	5	HAPPY WITH THE SERVICE	
NL689	5	VERY HAPPY	

NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION

PARENTAL SURVEY - OCTOBER 2005

NL689	5	VERY SATISFIED WITH SERVICE	
NL690		PARENT USES OWN TRANSPORT	
NL693/694	5		
RED01	5		
RED01	5	THE SERVICE PROVIDED IS GOOD	
RED01	5	VERY HAPPY	
RED01	5		
RED01	4		
RED02	5		
RED02	5		
RED02	5		
RED02	5	ALWAYS VERY PUNCTUAL	
RED02	5	HIGH STANDARD OF SERVICE	
RED02	5		
RED03	5		
RED03	5		
RED03	5	VERY PROFESSIONAL	
RED03	5	VERY FRIENDLY	
RED03	4	LOVELY PEOPLE ON THE BUS, SOMETIMES BUS IS LATE DUE TO RAMP	
TEMP02	5		
TEMP03	5		
TEMP04	5		
TEMP04	5		
TEMP10	4	SOMETIMES LATE	
TEMP16	5	GRATEFUL FOR THE SERVICE PROVIDED	
TEMP17	5	HAPPY WITH SERVICE	
TEMP17	5	HAPPY WITH SERVICE	
TEMP17	5	HAPPY WITH SERVICE	
TEMP21	5		
TEMP21	5		
TEMP31	5	SPOT ON!	
TEMP34	5	VERY HELPFUL & POLITE	
TEMP34	5	VERY HAPPY	



**Customer Care Inspection Report**



**Special Education Needs**

School:	
Location:	
Date:	

Contract No:		Vehicle Reg:	
Start Date:		Operator Licence No.	
End Date:		Operator Disc Expiry:	
Operator:		Code:	
Trading name:		Warning recommended:	
Inspector:	Phil Gilsean		
Driver:			
Escort:			
Observation From:		To:	
Time Band From:		To:	

**SPECIAL EDUCATION NEEDS VEHICLE**

Arrived		Child Proof Locks	
Departed		Tax Expiry Date	
Vehicle Waiting		Plate Number	
Passengers carried		Seat Belts	
Unauthorised Passengers		Seat Capacity	
Smoking		Seating Arrangement	
Driver's Identity Badge Displayed		Passengers Secured	
Drivers Taxi Badge Number		School Contract Sign	
Escort's Identity Badge Displayed		School signs	
Fire Fighting Equipment		Vehicle Type	
First Aid Kit		Wheelchair ramps/lift	

Description of Breach of Contract

Comments:

Signed: .....

Codes: Y - Yes                      N - NoN/R - Not Required  
           S - Satisfactory            U - Unsatisfactory