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Introduction

The team at Skanska who transferred from Atkins Limited have been operating the Special Education Needs & Disabilities (SEND) Home to School Transport Service in partnership with The Royal Borough of Kingston for Seventeen years.

Skanska has been operating the Special Educational Needs & Disabilities Home to School Transport Service on behalf of Royal Borough of Kingston since September 2013, they have been operating the same service for Achieving for Children. Prior to this time, the service was operated by the same individuals (crew and office staff) under the employment of Atkins Transport.

Skanska always strive to provide an excellent service to children, schools and families. However we know there is always room to improve upon the service that we deliver within this partnership.

In order for us to find out how we believe we are doing and what areas we need to improve upon. The survey was sent out to all parents of the 180 children who currently use the service on 30th October 2017.

The closing date for the survey was 10th November 2017. The response to the survey was excellent with Skanska receiving a (42%) response rate.

This was the seventh survey to be carried out since 2003, with surveys on the service being completed approximately every two years.



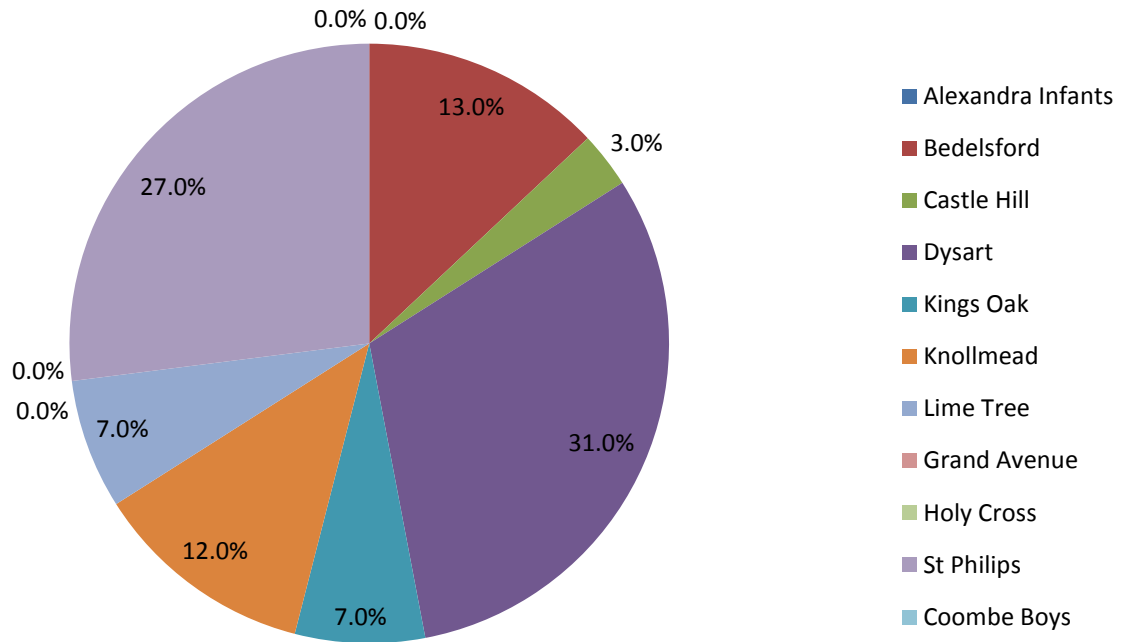
**achieving
for children**

SKANSKA

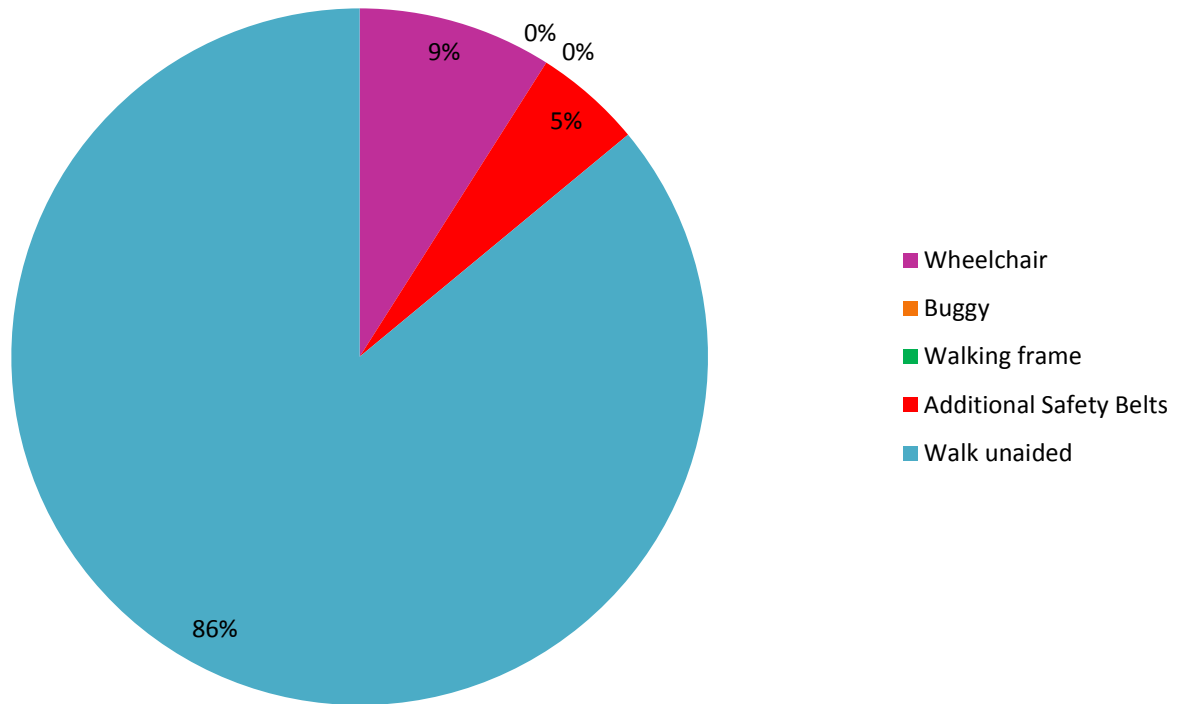
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Results

Question 1: Which school does your child attend?

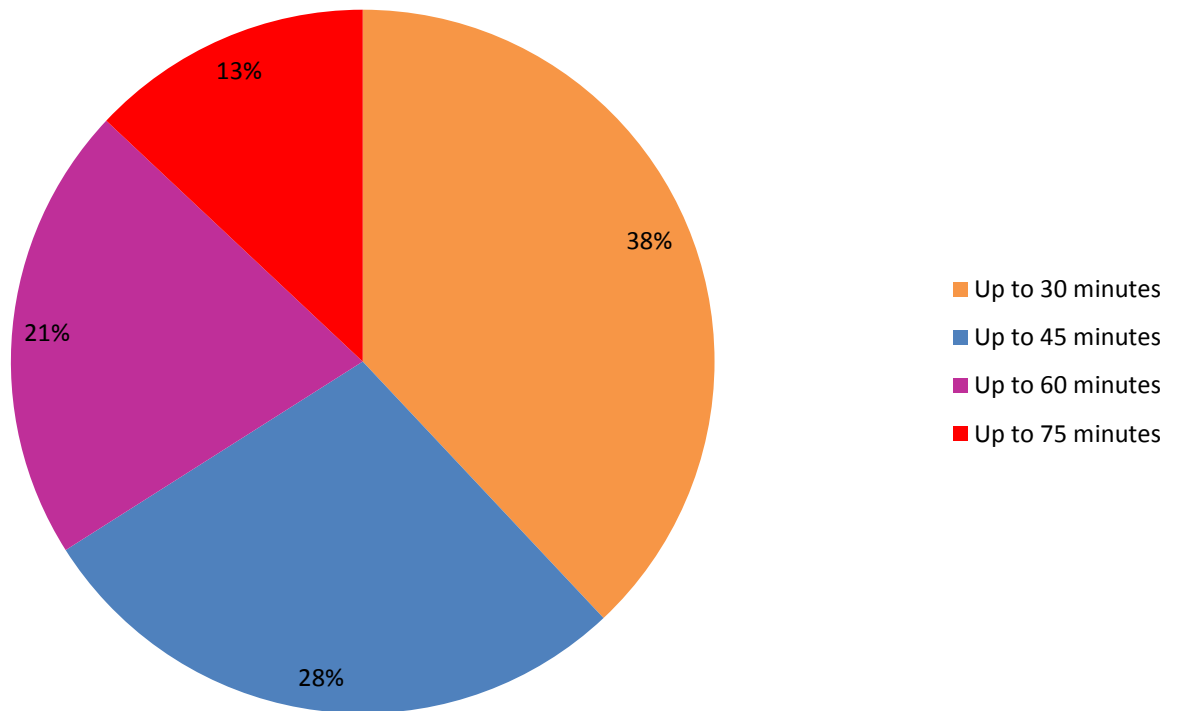


Question 2: Which of the following mobility equipment does your child use?

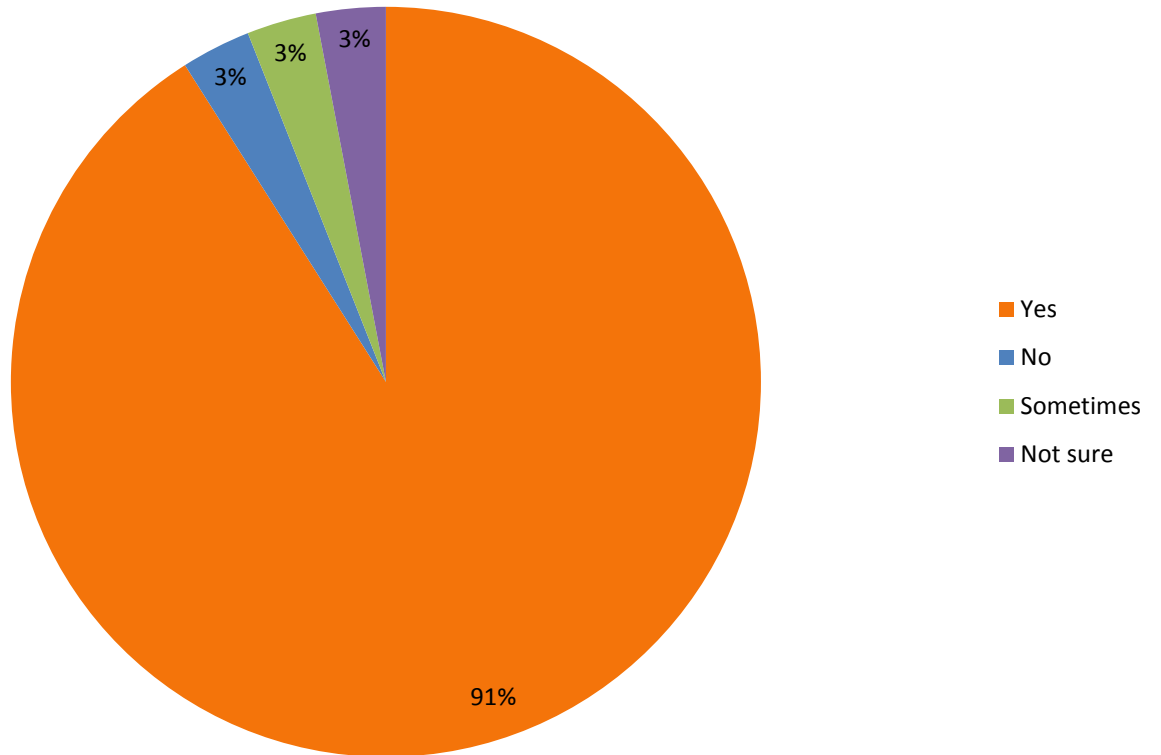




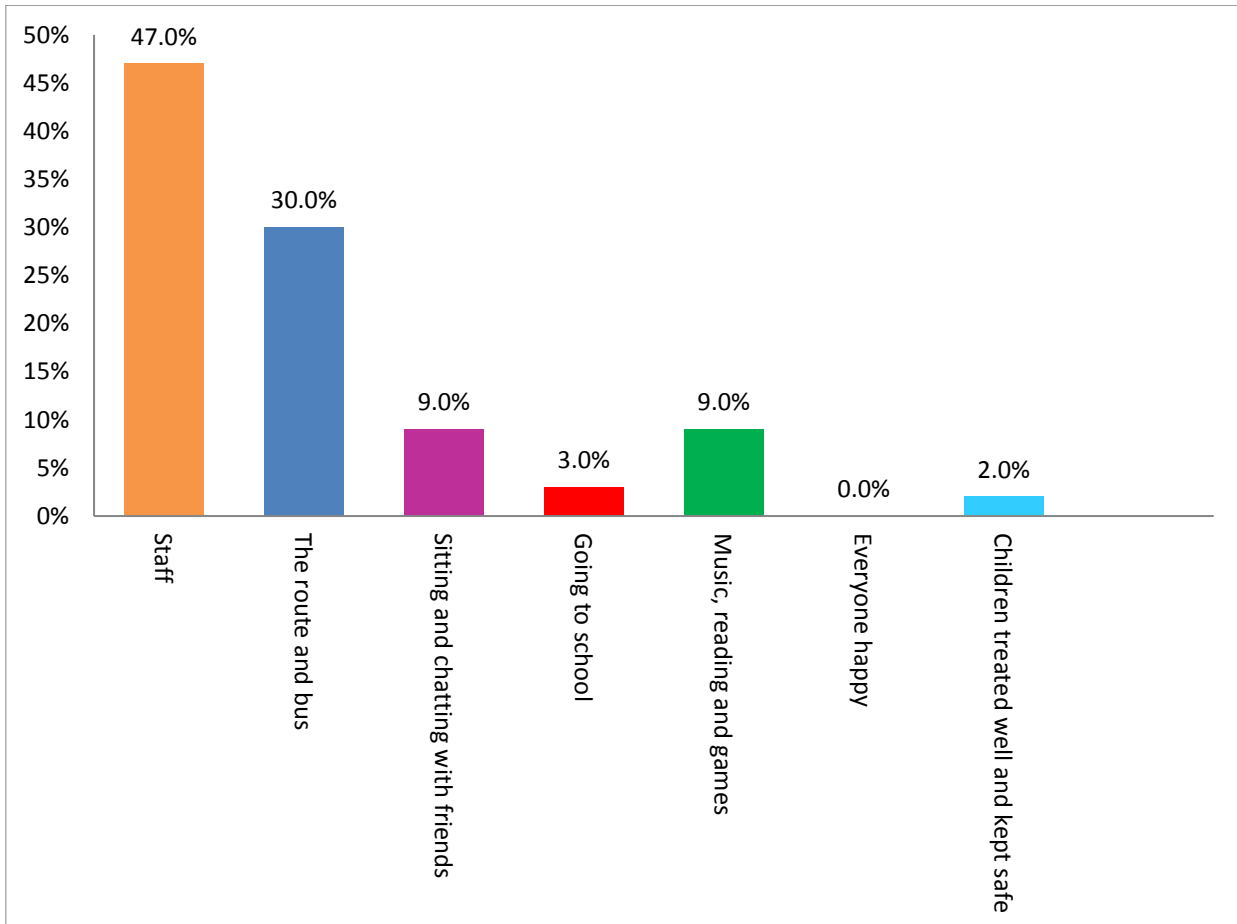
Question 3: How long is your child on the vehicle for each journey?



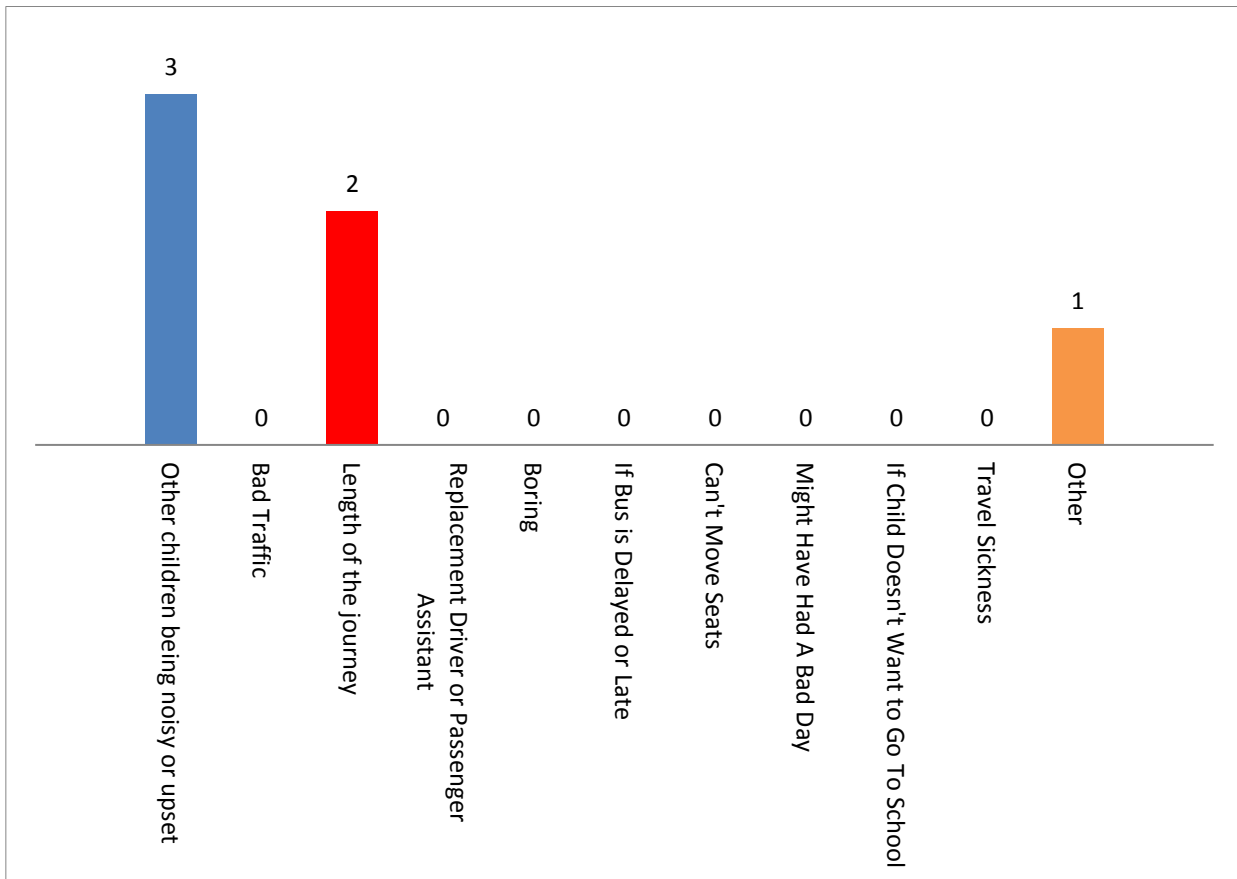
Question 4: Does your child enjoy the journey?



Question 5: What makes your child's journey happy?

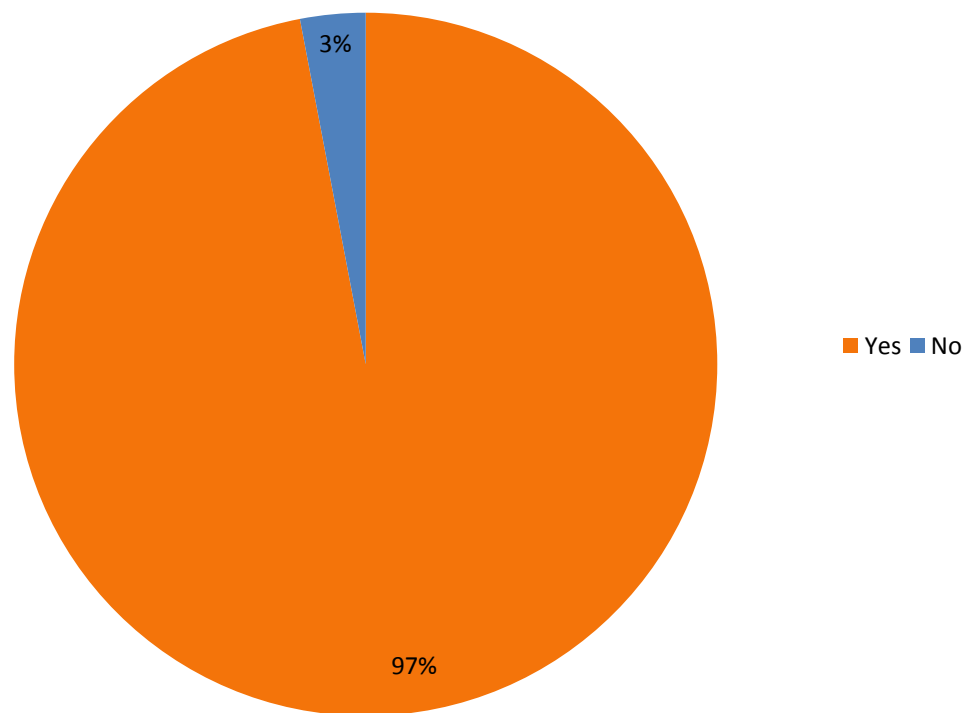


Question 6: If your child's journey is unhappy, why is this?



Only 6 replies were received to this question.

Question 7: Communication between yourselves and the Skanska crew



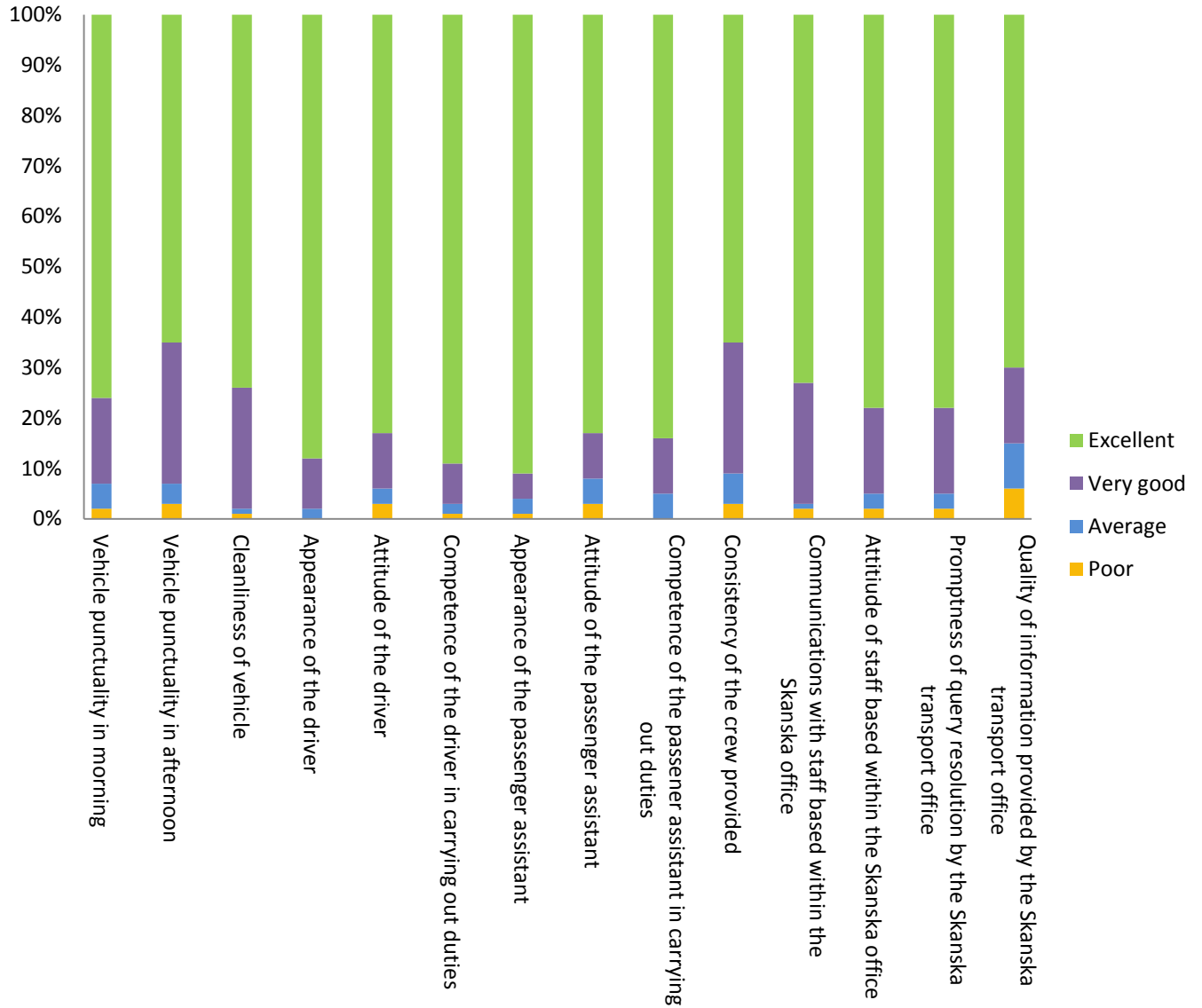


Question 8: If you answered 'no' to question 7,
please give an example
where this has not worked for you

See answers in
'Things we could do better'

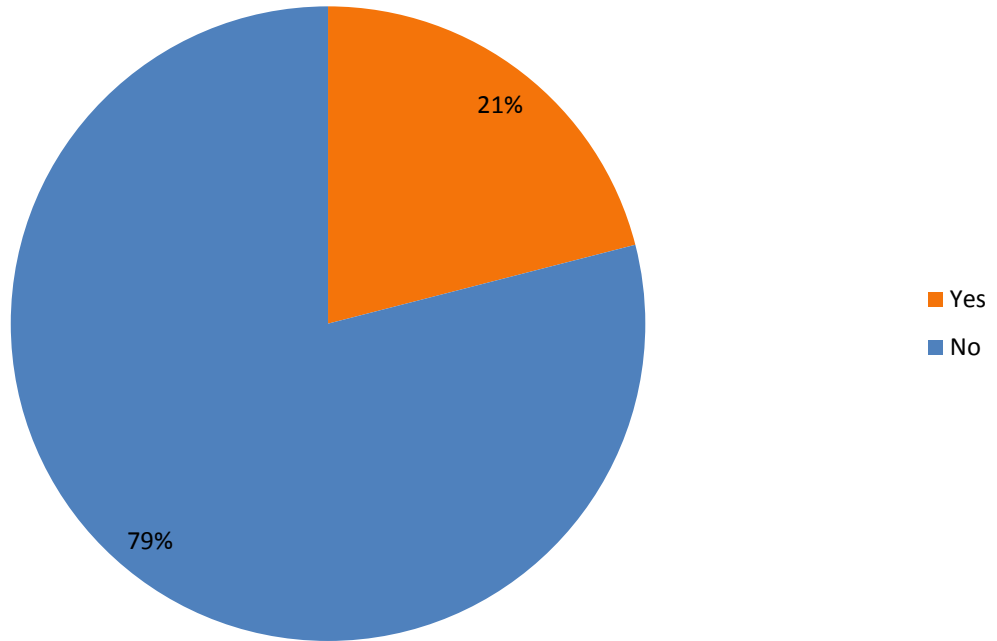


Question 9: How would you rate the following?

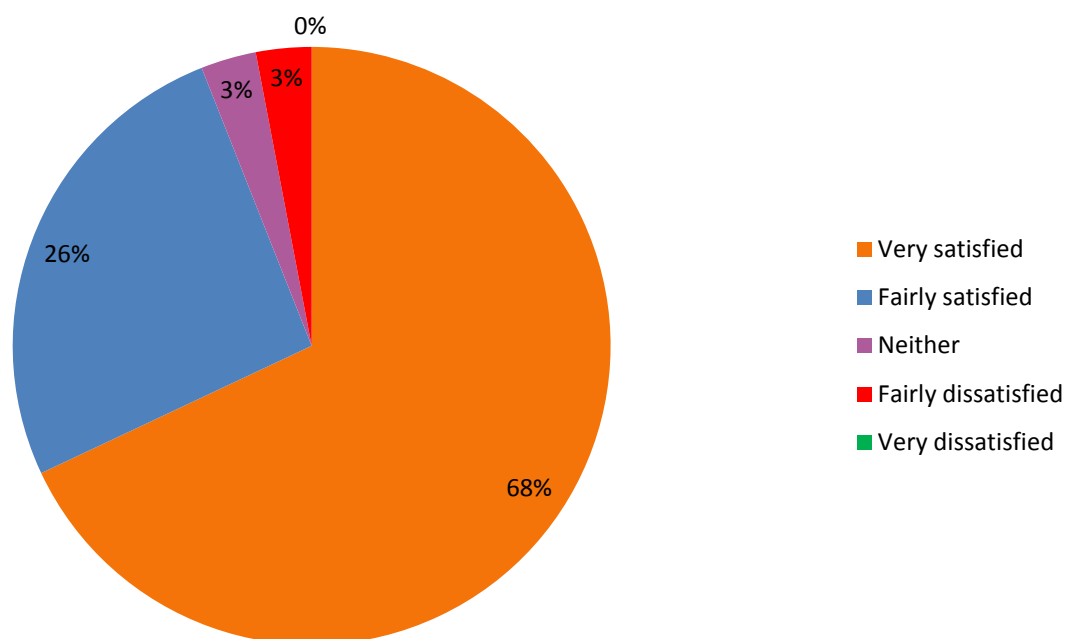




Question 10: Have you reason to contact Skanska Transport Office about any concerns?



Question 11: If you answered yes to question 10, was your concerns dealt with in a satisfactory manner?





Feedback – Things We Do Well

Drivers & Assistant both are very helpful. Assistant sings nursery rhymes to my son when he is upset. When my child falls asleep in the car seat during journey she makes sure she holds him firmly so that his head does not hang, they also inform us if the journey takes a bit longer than usual due to traffic.

Driver and assistant are very friendly team who know LL very well and LL knows them well too. He also seems to enjoy Peers Company.

My Child likes the consistency of having the same driver and assistant. They interact with her and she really likes this. Her driver is [name] and assistant [name]. They are excellent & makes her journey enjoyable, always jolly and smiley.

Our daughter likes a routine & the bus arrives the same time every morning & also likes seeing the same driver and assistant.

The driver and assistant are so lovely and always happy which makes it a great environment to be in so she likes being in their company and feels comfortable with them and enjoys her trip to and from school.

Our wonderful passenger assistant [name] and driver [name] make our child's journey so enjoyable, as they make him so welcome and he really loves them. Only yesterday he came out of school upset and smiled and cheered up as soon as he saw them.

The welcome and good humour of the Driver and Assistant is so important and our son has a cheerful start to the day.

The Driver and Assistants are friendly and good natured and they seem to enjoy and entertain the children, which ensures my child likes being on the bus.

I'm not sure if he enjoys the journey as he can't tell me, but he doesn't seem to mind going on the bus and he seems happy enough.

My daughter loves music and she likes to talk a lot so if a PA is sitting with her and talks it makes her journey go quicker and she loves the attention.

My son does not talk but I feel that when the bus arrives to collect him he is happy and excited to go to school.

He loves the bus itself and everyone working on the bus are always happy and friendly. I think music is always on which he loves as well.



The Driver [name] is so friendly and clearly loves her job and also working with children. Every morning she greets all my children (all by name). [name] also provides small treats for the children on their birthday and at Halloween. [name] is such an amazing asset to the Skanska transport team. A complete contrast to last year's driver.

I can only guess [name] he is happy he is not telling me but I think the staff make the ride really enjoyable.

My son has an obsession with vehicles, so for him going on the bus is exciting. He is autistic so it is more sensory behaviour and he seems happy.

He enjoys the routine of going on the bus, all the staff are warm and friendly and help to promote his communication and enjoyment of the journey.

My son is attached to the crew who are friendly and recognise his individual needs, whilst being happy to provide incentives and rewards like books for my son and try to get to know him on a more personal level.

The crews are polite yet firm when required and seem to understand his disability. I feel like my son is being handled by well trained staff equipped with the knowledge of helping him they make him feel safe.

My son really enjoys as he like travelling and hope he gets good talk through the journey with the assistant.

Driver and Assistant are very nice and helpful and always on time, my son seems comfortable and relaxed and able to sleep while travelling.

My son can talk and I asked him if he liked to travel on the school transport then he said yes and this is why I ticked yes.

My son is very happy with the Driver and Assistant [name] and [name]. They are both very compassionate and give the children attention, which ensures the travelling is comfortable and pleasant so my child feel comfort and safe.

The new crew understand my child's autism and how it affects him. They are kind and engaged with him, which makes him comfortable on the bus. He used to be on the bus for 1 hr to school and 1 hr back - now last on and first off has had a huge impact on his being happy to go to school.

My child enjoys the journey because the bus is spacious also she enjoys it because the driver drives very safe. Using transport gives him independence, which makes him happy. At times if others behaviour is less than good this can cause distress

Playing Music, Engaging with other Children, Going together with other children to school, chatting with friends, looking out of the window.

Seeing his friends in the bus and waiting at the bus stop with them is one of the routine of the day that he so much enjoyed the bus driver always turns on the radio to heart FM and my son loves it.

The staff are lovely, friendly, which is always a nice way to start the day- they greet my son with a smile every morning.

Our daughter enjoys her crew and the continuity of the staff she likes the children on her bus and the absolutely great service.

My daughter just loves going on the school bus. We use it to bribe her to speed up in the morning. Both the driver and passenger assistant are fabulous and I look forward to seeing them every day. Communication is great.

[name] is excellent and assistant very professional and pleasant. They are different to [name] who does not display the kind of behaviours we would expect from a service provider and one dealing with children families of children with complex needs

I think your staff are amazing my son's crew [name] and [name] are absolutely wonderful. I am so sorry [name] had to stop due to childcare issues. She was seriously fantastic. It takes special people for us parents of kids who have no speech to feel happy and trusting to give them over to the care of others. When I leave [name] with [name] & [name] I am completely happy. That's a very big deal.

I have no concerns or problems with the service my child seems happy but when the assistant changes it makes him sad but he soon adjusts.

I contacted Skanska but not for concern just for problems which were earlier done. EG my child was sick so called Skanska to let them know. Staff at office and on the bus are very professional so in general I am really happy with the service.

Well trained staff and driver displays safe driving skills. Skanska seems to know what it's doing and I'm happy and satisfied with everything.

I only called Skanska once enquiring about the collection time when the school term is about to start and my queries were answered quickly and promptly thank you.

The service is very good and you keep the same driver until the end of July and my son is not confused. Thank You for your support

I was once some time ago in contact with someone in your office that wasn't very empathetic. This is my only complaint when I have contacted your office. Every other

time I have need to contact you not very often. You have been very considerate. Thank you for all your time and efforts.



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Feedback – Things We Could Do Better

My son enjoys being with other children However does not like the bumps or long journeys on hot days as he cannot control temperature?

We as a company are very happy to hear your son enjoys being with other children. However we are sorry to hear he does not like the bumps or long journeys, due to the current conditions of some roads, sometimes there are a lot of bumps and unfortunately there is nothing we can do about this as this is out of our control. Whilst Skanska understands the journey may be too long, we are transporting your child within the current guidelines which have been set by AFC (Achieving for Children) if you feel the journey is too long please feel free to get in touch with the Educational Procurement Team at AFC.

My daughter is very noise sensitive (wears ear defenders) so gets very anxious when a particular student is on the bus. The passenger assistant has rearranged the seating though and she's a bit happier.

Sometimes the bus gets very noisy, which upsets some of the children, this is why we train our crews to deal with this on a daily basis in consultation with the office, school and parents to work on ensuring the atmosphere on the bus is pleasant for all passengers being transported.

The length of journey is too long, my child can probably tolerate up to 30 -45 mins but after that they become restless.

We as a company appreciate that 75 minutes is a considerable length of time for your child to be on transport, however we are transporting your child within the current guidelines which have been set by AFC (Achieving for Children). This maximum journey time was set after consultation with parent-group and schools and after having been approved in 2007 by a committee of Executive by AFC.

My son doesn't mind music being played on the bus but really dislikes other children singing on the bus while listening to their iPod.

We as a company like the children to have an enjoyable and comfortable journey to school and this does include listening to their iPods but where it does cause other children distress we will speak to the crew and in turn they can explain to the children the distress this is causing to the other children on board.

After changing the driver my daughter is waiting for sometimes 30 mins before we receive a text 5 mins before the arrival of the bus.

We are sorry to hear there seems to be a delay in the communication process. The team send out text alert messages to parents informing them of any changes with the crew or/and or routes every morning, as soon as they have been informed, however occasionally due to network issues the text message may arrive late, which is unfortunately beyond our control.

Our bus route has suffered severe inconsistency in the past year often we have a new driver / passenger assistant so I do not feel like I can rely on them to pass on messages more importantly changes to either driver or passenger assistant is not always communicated to me. Recently I had an incident where the PA left my child as he wasn't at the stop when the bus arrived despite the bus being far earlier than its designated time. Clearly this has left me very concerned

We are sorry you feel you have had an inconsistent service this year and we do understand your concerns. All our staff are trained to the same high standard, therefore any messages which are passed to the crew are expected to be passed on straight away. We will always try to keep consistency on all our routes, however sometimes due to staffing issues this is not possible.

My child often has additional equipment that needs to be brought home which the bus is not allowed to bring for me. Not helpful as when Atkins would transport things for me.

We are very sorry you feel this way but unfortunately our vehicles are designed for carrying passengers rather than equipment, therefore we are unable to leave extra spaces to carry any other additional equipment.

I have two children that use Skanska buses when I receive text message from Skanska about the buses my children use they don't say which bus it effects. One is in Dysart and the other is in Kings Oak New Malden so these text message are no real benefit as I just have to wait and see when the buses arrive.

We apologise for this and we will ensure when sending out any future text messages we add the schools name to alleviate any confusion.



I know my daughter's bus has had a new driver recently [name] and he is excellent 10/10. However there has been no consistency with the assistant, which is very disruptive for my daughter who was new to the school and bus. Please let me know what you are doing about this

We sincerely apologise for the changes on this route, however getting the right staff takes time in the current market place. Until we find the right person, we have no option but to provide temporary agency staff. As you know we have now recruited a permanent driver ([name]) and I'm pleased to hear he is doing well. We will continue to work to recruit a permanent Assistant as quickly as possible for this route in order to provide better continuity for your daughter.

During our first year on the bus we had the same driver & PA throughout, but for some reason he was moved on to a different route and since then we have had numerous different drivers & now after the PA left my child we are getting numerous different PA. Although I understand that drivers can change I have never been told why our route that had the same driver for so long & whom the children all loved & the parents all relied on was suddenly put on a different route. If another route lost a driver why did they not get a temp driver rather than upheaving our route? This seems insane to me.

We sincerely apologise for the changes we have to make to your driver and passenger assistant, unfortunately sometimes for reasons beyond our control we have to make changes to crews at short notice. Please be assured we don't do this lightly as we fully understand the implications and that children would prefer to have consistency of crews throughout the year. We will endeavour to work harder going forward to provide you with better consistency on this route.

When the route is running late could you inform the parent so they are not worrying?

We do apologise if you are not receiving messages when the bus is running late in the afternoons, all crews are informed to alert parents and the office when this occurs. We will remind our crews that they must contact parents and the office if the bus is not going to arrive at the scheduled time.

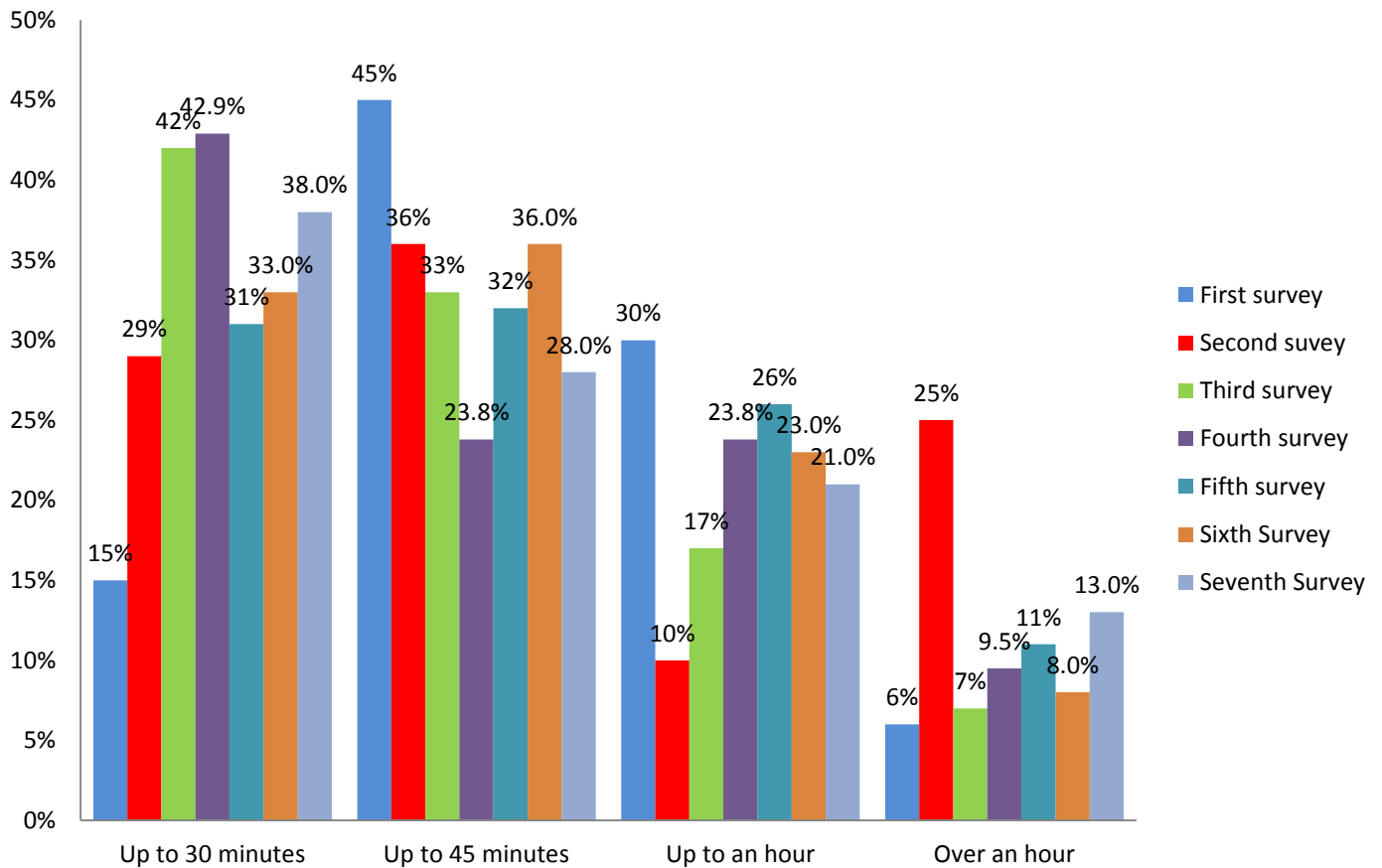
There are too many staff changes especially passenger assistants. Since September there have been around 10 changes of passenger assistance (5 or 6 different people) there is a need for more consistency. The current driver is fantastic, efficient and friendly, but we don't know if he is permanent or agency. We are mostly notified by text when there is a new passenger assistant but not always.

As a company we fully agree with your comments and we always try to ensure consistency on all of 19 x routes that we provide daily, however this is not always possible, therefore crews have to be moved to ensure operational deliver.

As a company we send out text messages to parents informing them of any changes with the crew or the route. This is done as soon as we are informed but occasionally due to network issues the message may arrive late, unfortunately this is beyond our control.

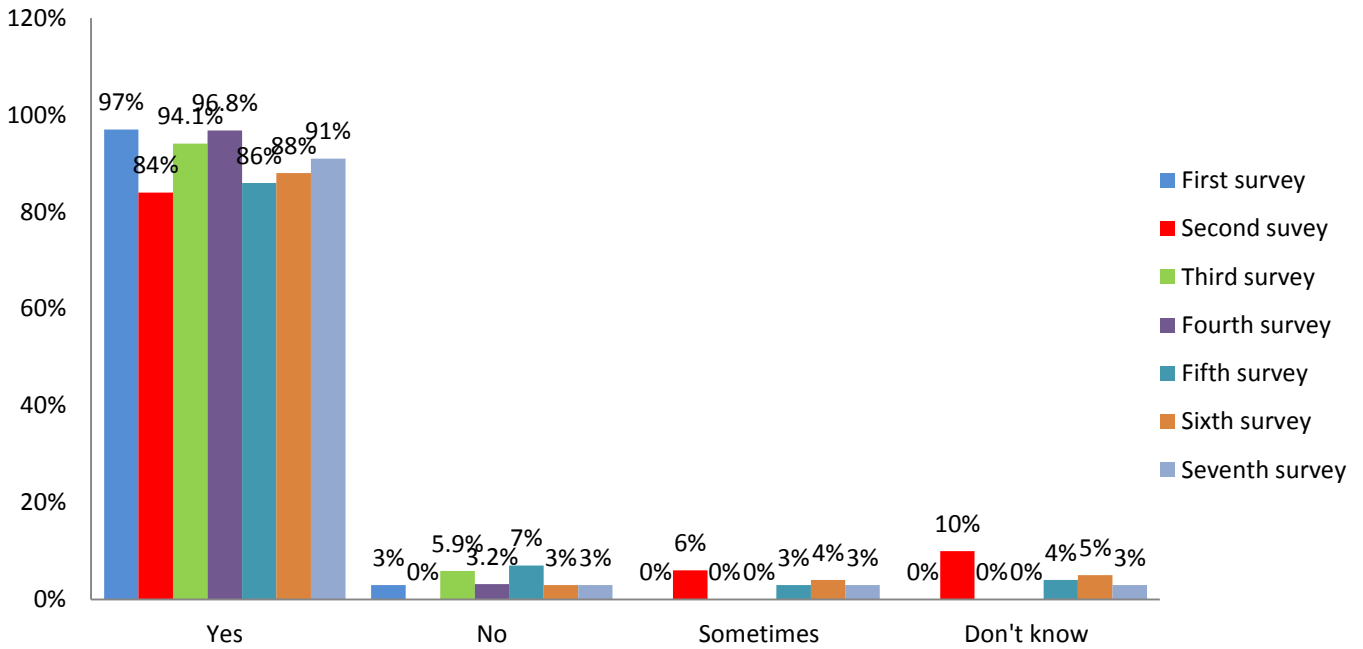
Comparison of results

How long is your child's journey?

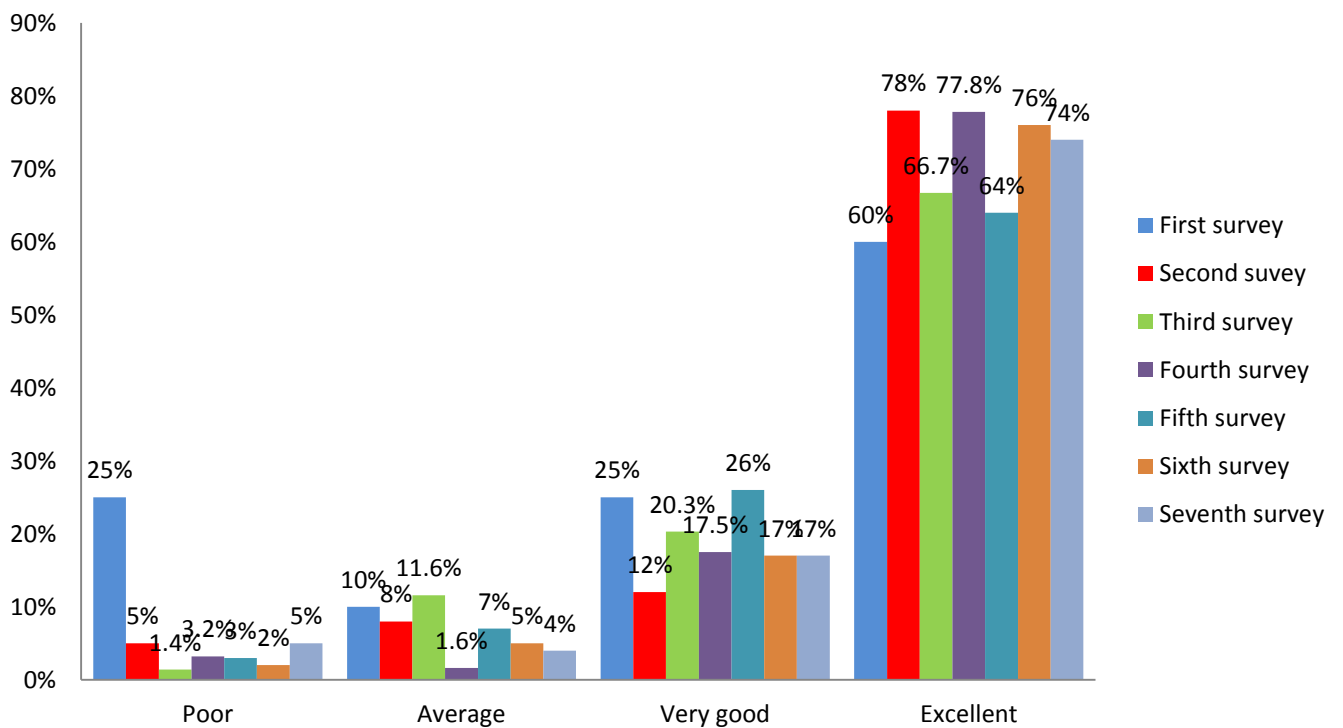




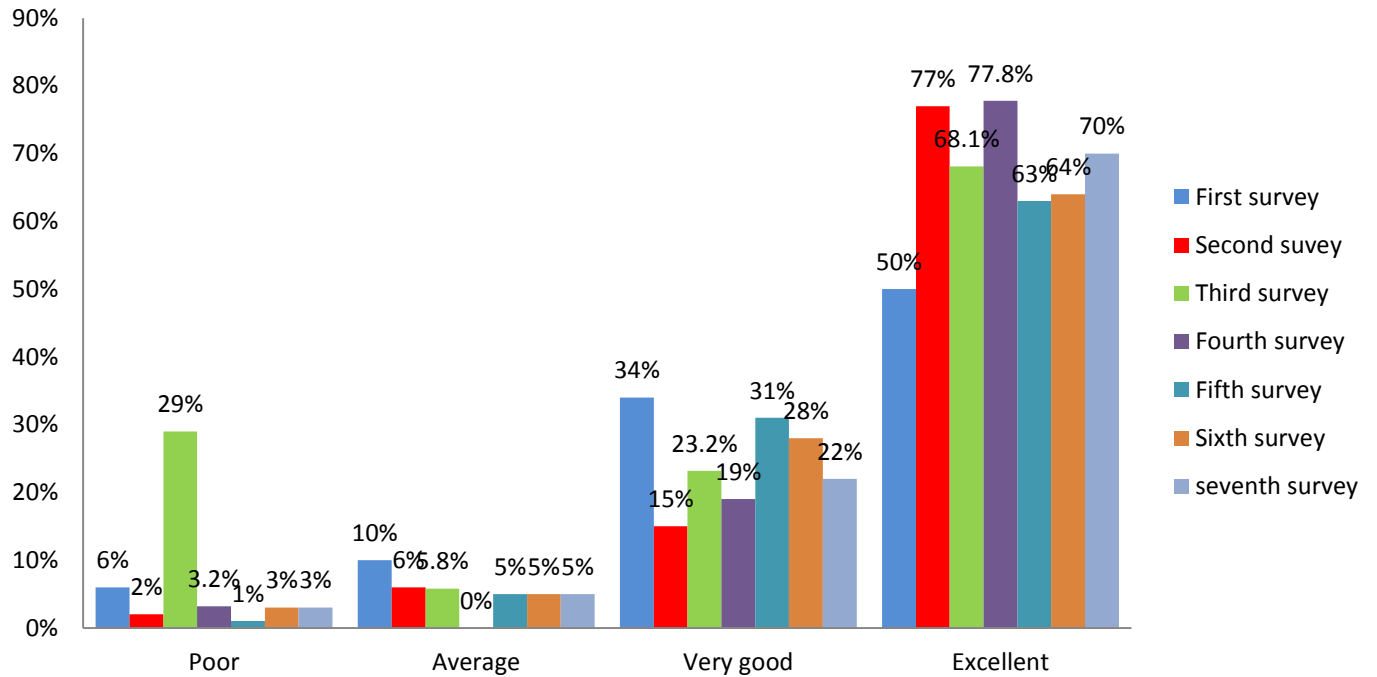
Does your child enjoy the journey?



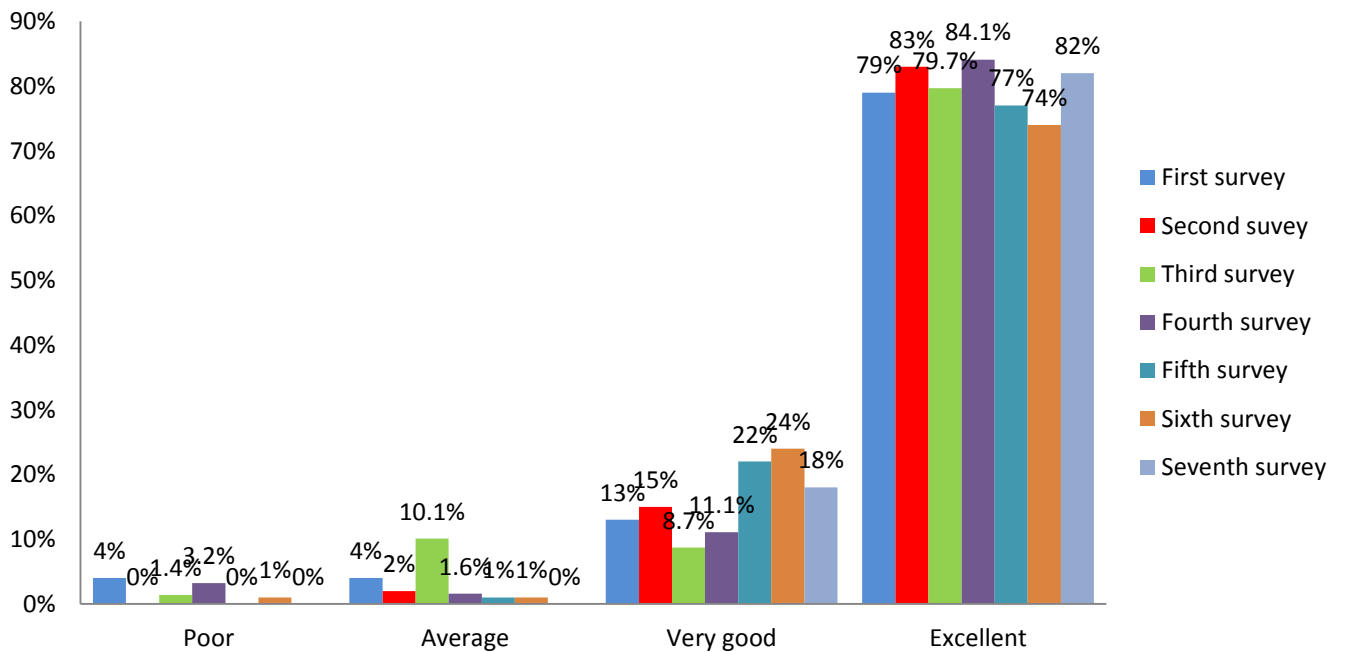
Vehicle punctuality in the morning



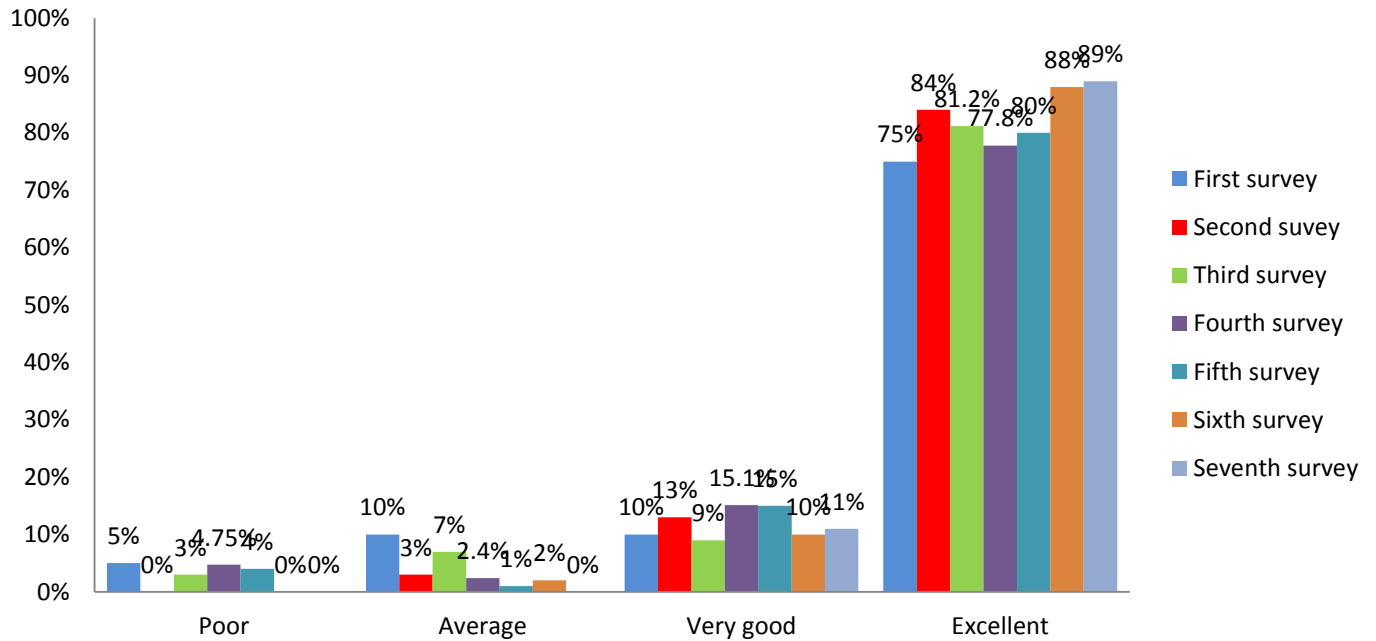
Vehicle punctuality in the evening



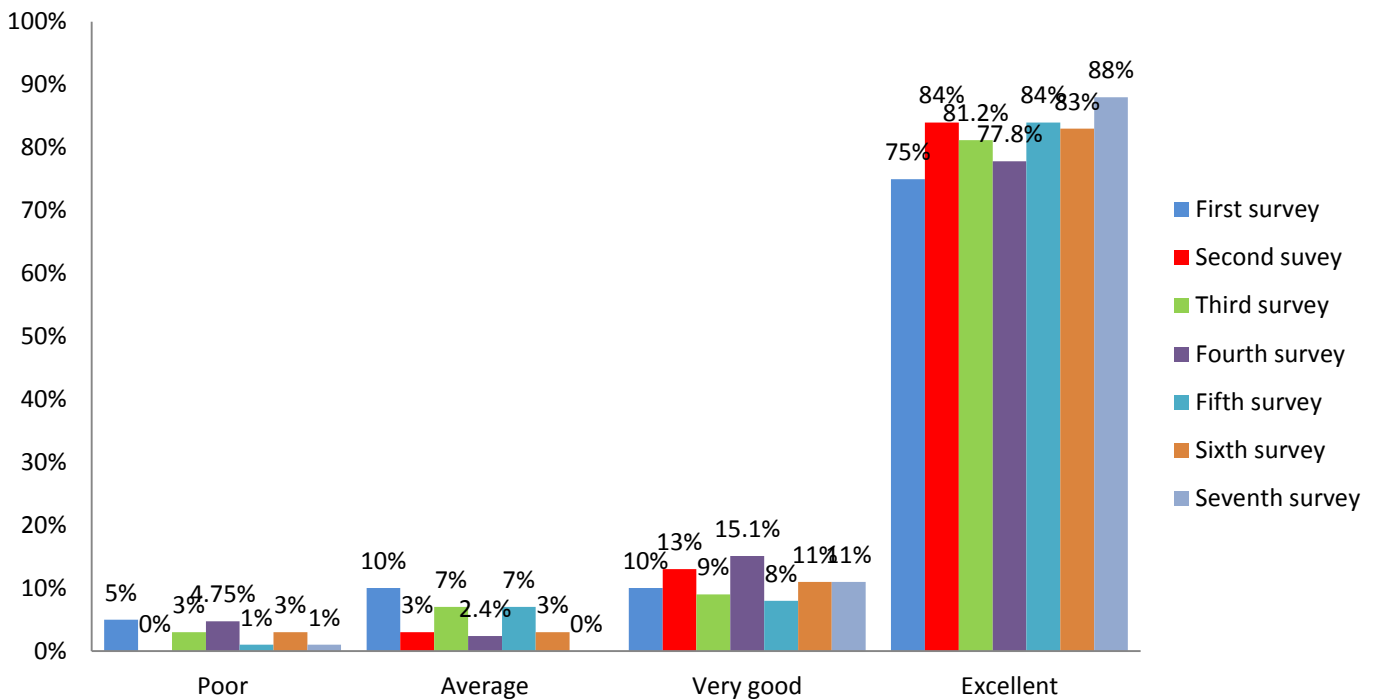
Cleanliness of the vehicle



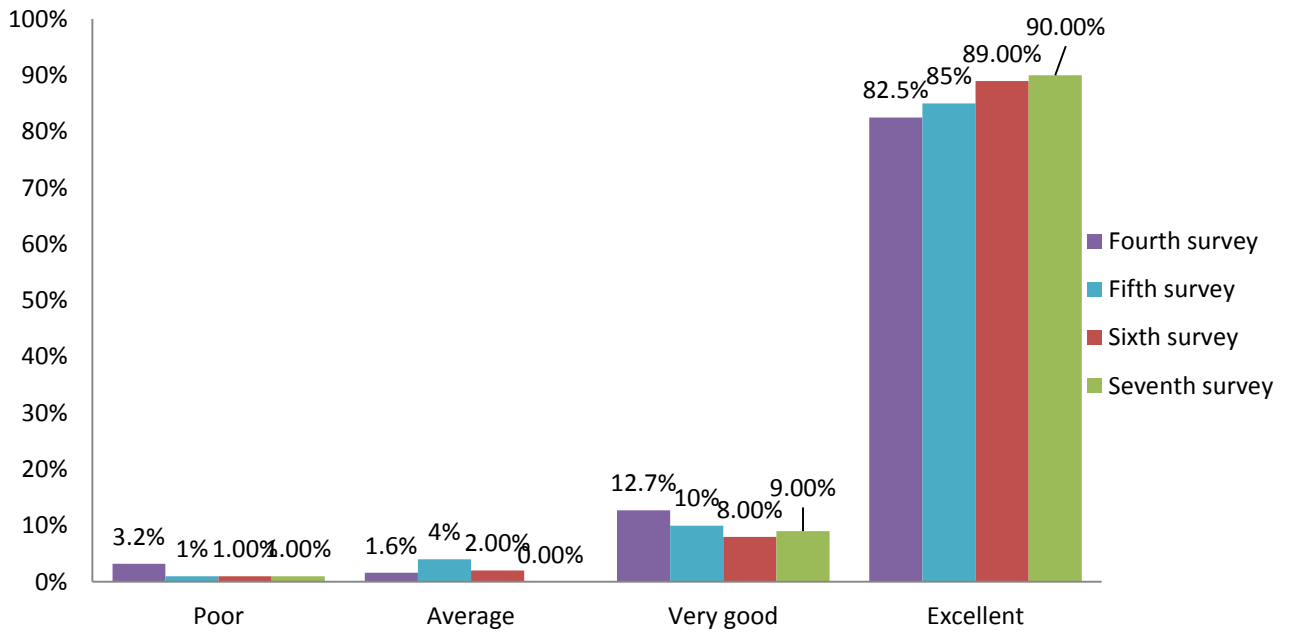
Appearance of the driver



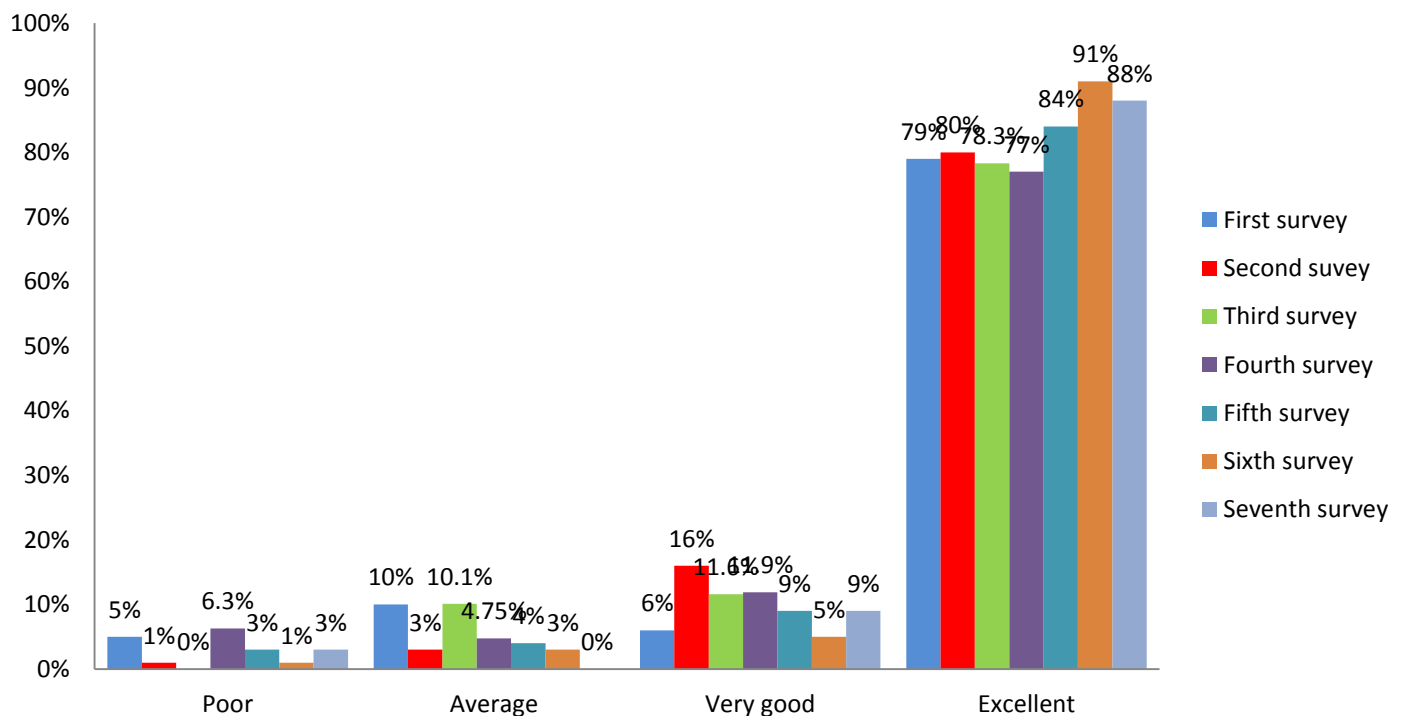
Attitude of the driver



Competence of the driver in carrying out duties
new question in fourth survey

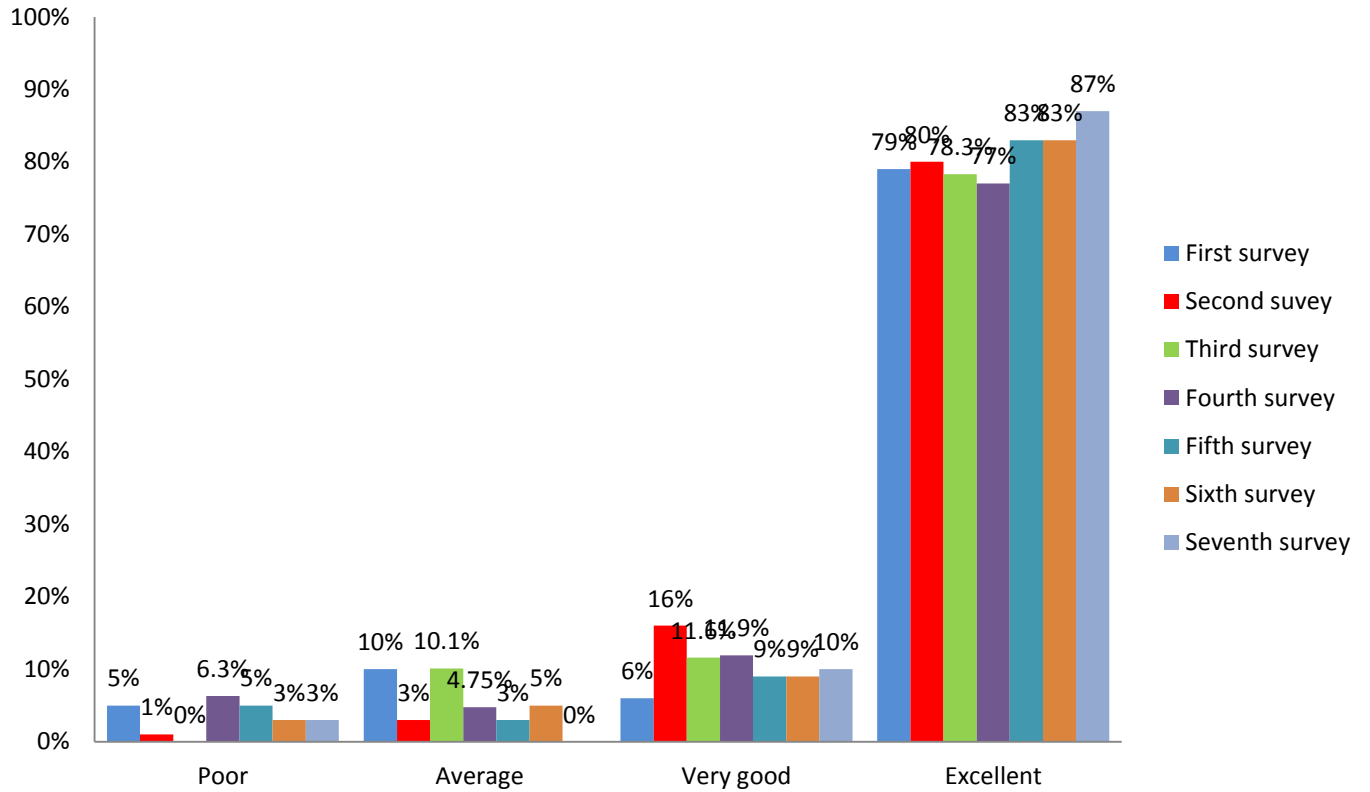


Appearance of the passenger assistant

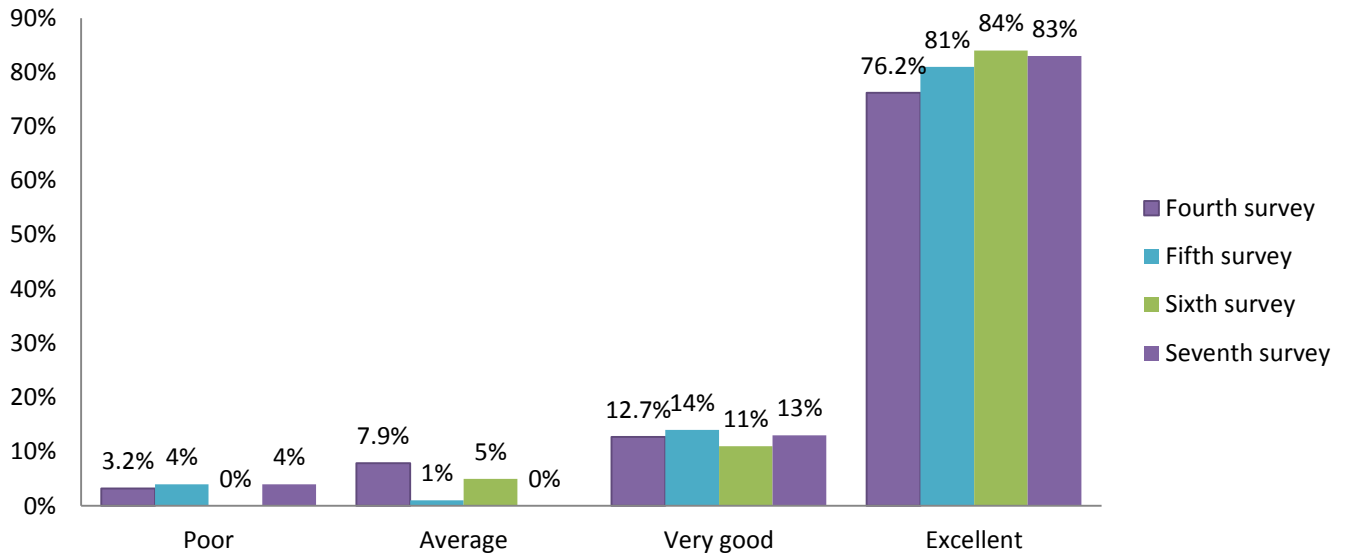




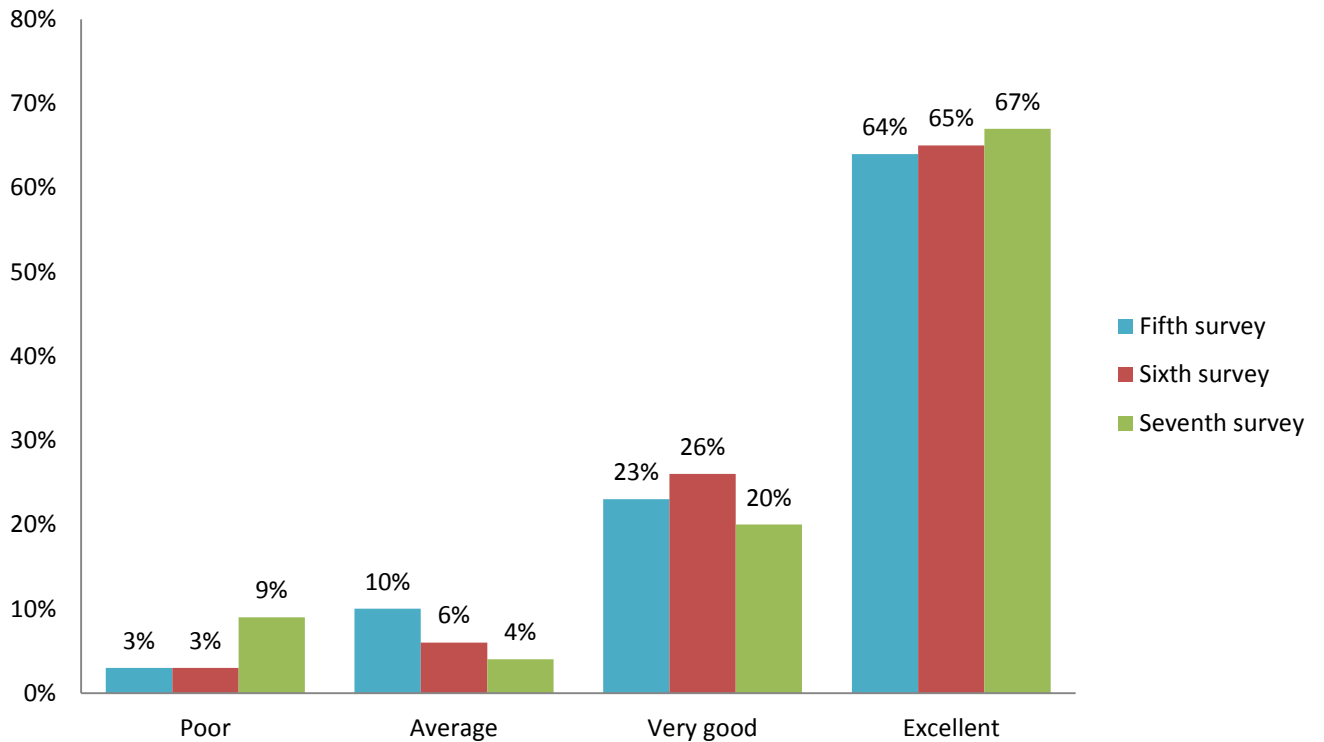
Attitude of the passenger assistant



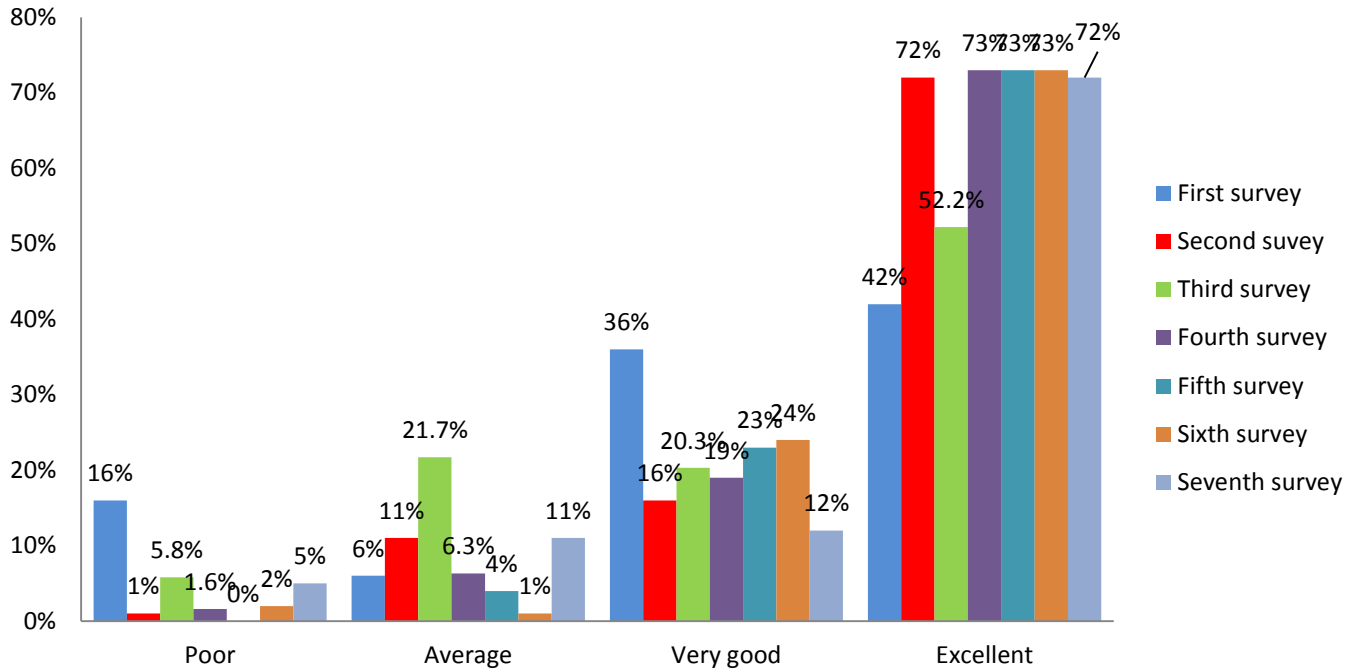
**Competence of the passenger assistant in carrying out duties
new question in fourth survey**



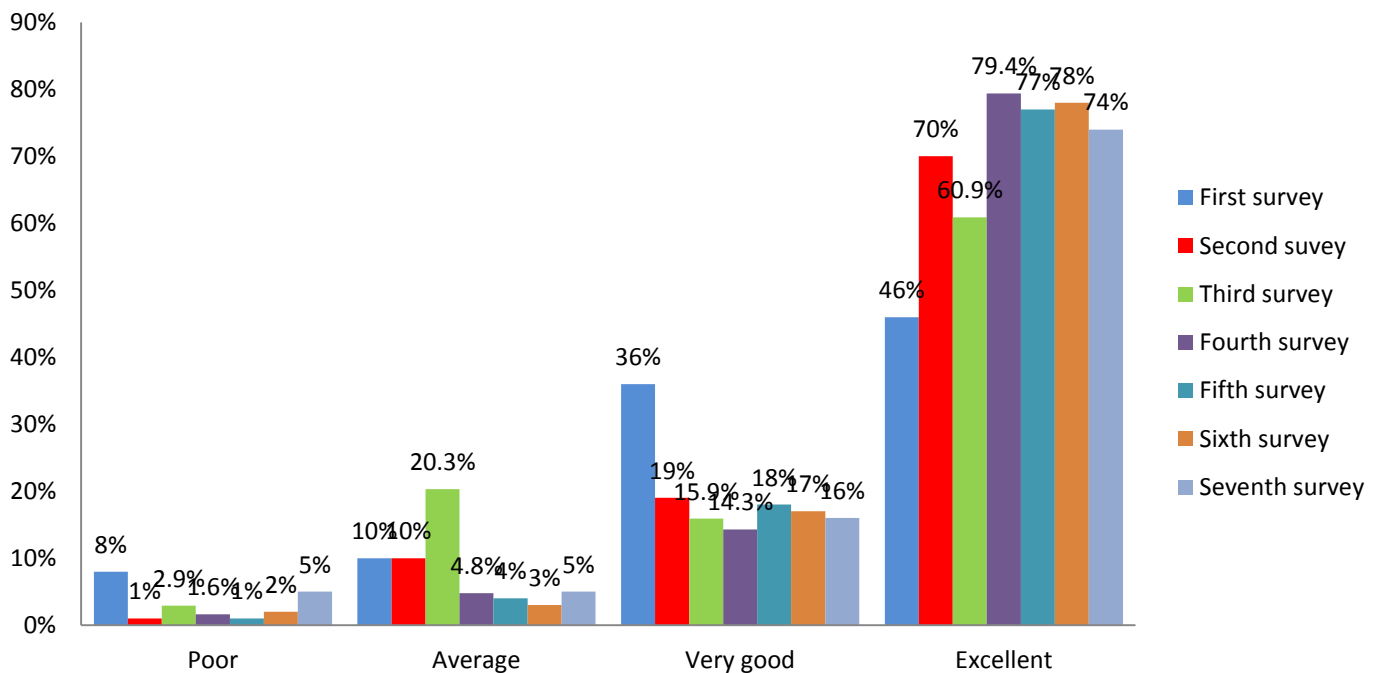
**Consistency of crew provided
new question for fifth survey**



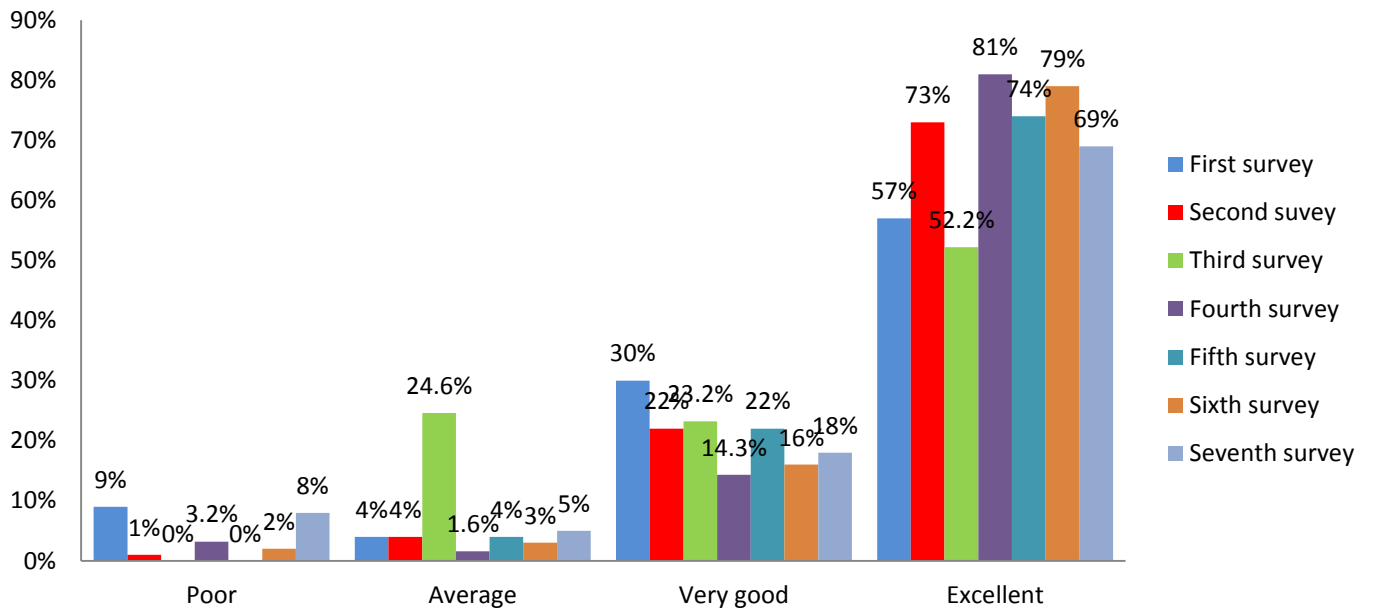
**Communications with staff
based within the Skanska office**



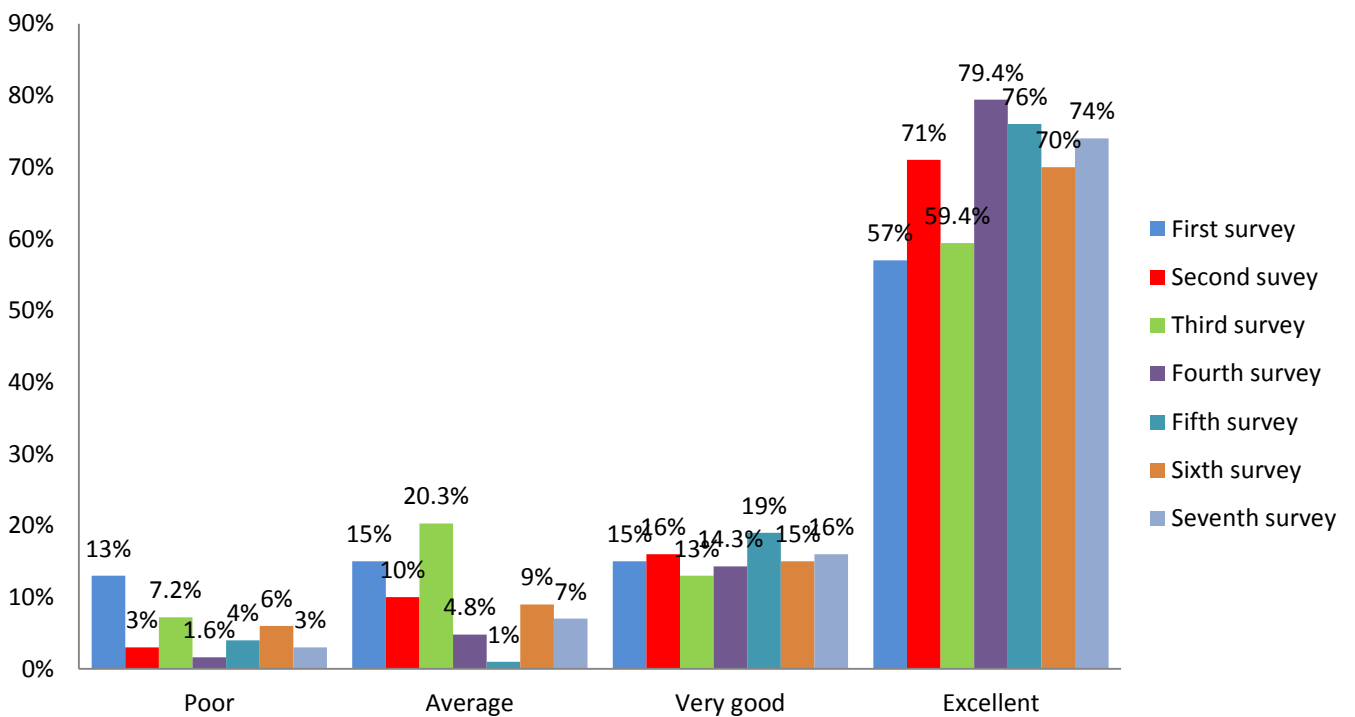
**Attitude of staff
based within the Skanska office**



Promptness of query resolution
by Skanska transport office

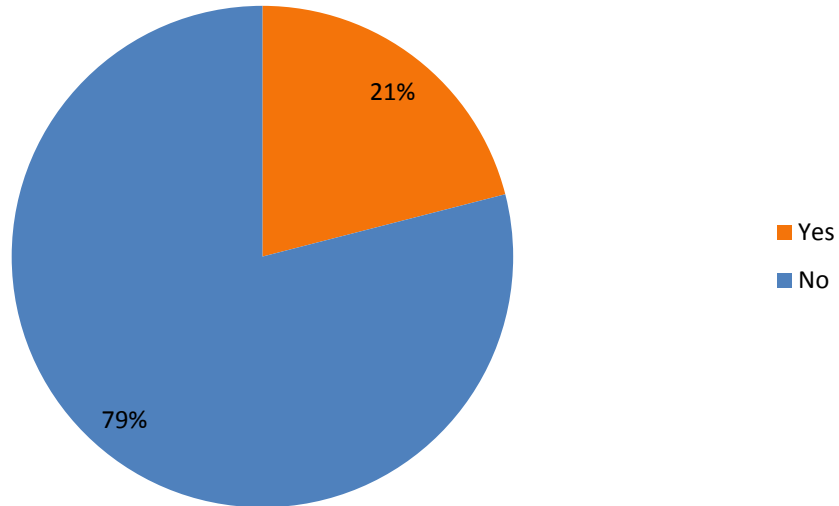


Quality of information provided by the
Skanska transport office about changes

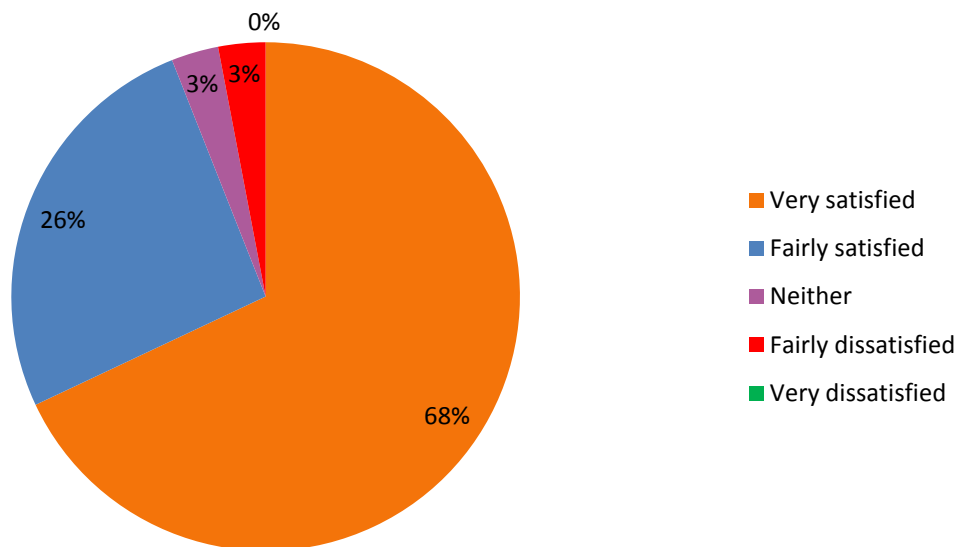




10. Have you ever had reason to contact the Skanska transport office



If you answered yes to question 10 how satisfied were you with the response that you received from the Skanska transport office





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Conclusion

The results of this the 7th parent survey are very good and have shown us that the majority of parents & guardians who responded are very pleased with the level of service being provided for their children by Skanska.

Skanska always strives to provide the best service possible and we are keen to listen to both the positive and negative feedback that we receive from our customers, so that we can learn and further improve upon the service we deliver.

We are very pleased with the overall results of the survey, and it appears from the comparisons at the end of this survey that we have improved on majority of the areas from the previous survey. There are still a few areas of concern that have been highlighted, and we will be addressing these as a matter of urgency. We will continue to work even harder to further improve upon our crew consistency to ensure crews remain on routes for as long as possible. Due to operational needs we may still have to put a replacement crew on a route due to sickness, but we will only do this where absolutely necessary. We will always endeavour to ensure parents & guardians are informed of any changes to a route as quickly as possible.

We expect very high standards from our crews and carry out random spot checks on all routes; this ensures the standards are being maintained. If we believe a crew is failing in any specific area, we will provide them with additional training, to improve upon their delivery of service and work with the schools we transport too, in order to provide extra training in a specific area to our crews.

All our crews attend professional competence training every year to enhance the service they deliver.

As with everything we do safety is paramount to Skanska, all of our vehicles and associated equipment are thoroughly inspected on a daily basis prior to use. All vehicles under goes a thorough safety examination by a qualified technician every 10 weeks. We have been awarded the Fleet Operational Scheme **FORS** silver accreditation which ensures we are providing the safest possible service for your child.

I would like to take this opportunity to thank you on behalf of the partnership for taking the time to respond to this year's survey and I assure you that your comments and suggestions are always valued. However please remember that you don't need to wait for these surveys to raise any concerns that you have, please telephone our office on 01923 722281 to discuss any problems or queries that you have.



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