



Transport Policy Implementation

The implementation of the new Transport Policy did not have a smooth start

- Transport policy lacking clear details
- Poorly worded communication
- Incorrect contact details
- Conflicting information from local authority staff
- Schools confused
- Failure to return phone calls and emails
- Lack of coproduction

Once staff and officers of Medway Council were made aware of the scale of the problem steps were made to put solutions in place, with Medway Parents and Carers Forum being invited to weekly senior management team meetings.

Parents distress and anxiety continued throughout the summer holidays

- Confusion over appeals process
- Parents not understanding letters offering transport with these often being in technical language
- Lack of monetary values for PTAB's
- Confusion over milage allowances for PTAB's
- Confusion over post 16 contributions with misleading communications
- Phones overwhelmed
- Late notification of providers
- Lack of meet and greet
- Delay of bus passes

The forum were still forwarding concerns once children had returned to school, although by working together the vast majority of children had their transport resolved successfully.

We anticipate further issues will arise once parents receive their invoices for post 16 transport.

The Forum hope to continue working with the transport department to resolve the mining issues and would like to thank Fiona McCaul and the transport department on behalf of our parents for all their hard work over the summer.