

Tell us what you think

HOME TO SCHOOL TRANSPORT SERVICE

USER SURVEY 2025

Results from Insight@hullcc.gov.uk

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About This Survey

The Home to School Transport Service User Survey 2025 was open from 25th July 2025 to 30th September 2025.

A copy of the survey was sent to all service users, giving them the option to respond on paper, using a freepost envelope, or to reply online, using a QR code / electronic link.

Further follow up included distributing a QR code to the survey directly to service users, as part of regular service operations.

Overall, 169 respondents have completed this survey.

Pupil / student who uses the home to school transport service	7	4.2%
Parent / carer of a pupil / student who uses the home to school transport service	158	95.8%

This provides a **confidence level of 95% with a confidence interval (margin of error) of approximately 6.88%**, which is just outside of the corporate standard of a maximum confidence interval of 5%.

Care should be taken when looking at the results broken down by specific sub groups of the population, which have smaller sample sizes and are therefore subject to much larger confidence intervals.

About You / Your Child

Q. Which of the following do you (as the transport user) or your child attend?

Primary School	32	18.9%
Secondary School	41	24.3%
Sixth Form College	7	4.1%
Pupil Referral Unit	4	2.4%
Special School	82	48.5%
Other	3	1.8%

Other: College, Community Special School, Special Provision School

Q. Which of the following best describes you (as the transport user) or your child?

Receives one-to-one support at school (e.g. a dedicated adult working directly with a single student)	39	24.1%
Receives two-to-one support at school (e.g. a dedicated adult working directly with two students)	14	8.1%
Taught as part of a small group of children at school	109	67.3%

Q. . What is the name of the school that your your child attends?

Ganton	24	14.2%
Frederick Holmes	19	11.2%
Tweendykes	17	10.1%
Northcott	14	8.3%
Bridgeview	12	7.1%
Rise	8	4.7%
Kelvin Hall	5	3.0%
Euler Academy	4	2.4%
Oakfield	4	2.4%
St Mary's	4	2.4%
Winifred Holtby Academy	4	2.4%
Boulevard	3	1.8%
St Anne School	3	1.8%
Aspire Academy	2	1.2%
Becklands - Market Weighton	2	1.2%
Broadacre Primary	2	1.2%
Dorchester Primary School	2	1.2%
East Riding College	2	1.2%
Hull Trinity Academy	2	1.2%
Keyingham Primary School	2	1.2%
Life Skills Hub	2	1.2%
Rising Stars	2	1.2%
Sidmouth Primary	2	1.2%
Sirius North	2	1.2%
Venn	2	1.2%
Wolfeaton School	2	1.2%
Alderman Cogan	1	0.6%
Bricknell Hub	1	0.6%
Cambridge Parks - Grimsby	1	0.6%
Doncaster School for the Deaf	1	0.6%
Felix House School	1	0.6%
Foston Primary School	1	0.6%
Highlands Primary School	1	0.6%
Holderness Academy	1	0.6%
Hornsea High School	1	0.6%
HSLC	1	0.6%
Kingsmill Sixth form	1	0.6%
Longhill Primary School	1	0.6%
Marvell College	1	0.6%
Motorvation Training College	1	0.6%
Paisley Primary School	1	0.6%
Priory Primary School	1	0.6%
Sirius West	1	0.6%
Spring Cottage Primary	1	0.6%
Sullivan	1	0.6%
Thorpepark	1	0.6%
Wansbeck	1	0.6%
Wilberforce Sixth Form College	1	0.6%

You / Your Child's Travel Arrangements

Q. Which of these types of home to school transport do you (as the transport user) or your child currently use?

A Hull City Council adapted bus or coach / mini bus	84	49.7%
An adapted bus or coach / mini bus operated by a private contractor	16	9.5%
A taxi / private hire vehicle	69	40.8%

Q. Do you (as the transport user) or your child travel with a Passenger Assistant on board?

Yes	116	69.0%
No	52	31.0%

Q. If Yes (116 Respondents):

Do you feel that you (as the transport user) or your child could travel on a vehicle with no Passenger Assistant on board? This might be now, or sometime in the future.

Yes, definitely now	3	2.7%
Yes, probably now	2	1.8%
Maybe in the future	26	23.2%
No	81	72.3%

Q. Generally, how long does it take you (as the transport user) or your child to get from home to school?

	Respondents	Less than 45 minutes	45 minutes to 1 hour 15 minutes	Over 1 hour 15 minutes
All Respondents	169	50.6%	40.4%	9.0%
Primary School	32	46.9%	40.6%	12.5%
Secondary School	41	48.8%	41.5%	9.8%
Sixth Form College	7	28.6%	57.1%	14.3%
Pupil Referral Unit	4	100.0%	-	-
Special School	82	50.6%	41.8%	7.6%
Other	3	100.0%	-	-

Q. Do you (as the transport user) or your child have a medical condition that needs emergency medication or specialised equipment / aids?

Yes, a medical condition that needs emergency medication e.g. an epee pen, epilepsy rescue medication, inhalers etc	29	17.4
Yes, a medical condition that needs specialised equipment / aids e.g. a walking aid, mobility aid, communication aid etc	30	18.0%
No	129	77.2%

Q. Of respondents with a medical condition that needs emergency medication e.g. an epee pen, epilepsy rescue medication, inhalers etc (29 Respondents):

How happy are you about the following??

	That transport staff are <u>aware of</u> your / your child's need for <u>emergency medication</u>	That transport staff are <u>trained to use</u> your / your child's <u>emergency medication</u>
Very unhappy	10.3%	19.2%
Unhappy	3.4%	7.7%
Neither	10.3%	19.2%
Happy	24.1%	11.5%
Very happy	51.7%	42.3%
Unhappy Total	13.7%	26.9%
Happy Total	75.8%	53.8%

Q. Of respondents with a medical condition that needs specialised equipment / aids e.g. a walking aid, mobility aid, communication aid etc (30 Respondents):

How happy are you about the following?

	That transport staff are <u>aware of</u> your / your child's need for <u>specialised equipment / aids</u>	That transport staff are <u>trained to use</u> your / your child's <u>specialised equipment / aids</u>
Very unhappy	3.4%	14.3%
Unhappy	-	3.6%
Neither	10.3%	7.1%
Happy	27.6%	28.6%
Very happy	58.6%	46.4%
Unhappy Total	3.4%	17.9%
Happy Total	86.2%	75.0%

Q. Independent Travel Training (ITT) is a programme helps young people and adults with special educational needs or disabilities to travel safely and independently on public transport. It builds confidence, increases independence, and improves social skills. It helps to open up more opportunities for education, employment, and leisure.

Which of the following best describes you (as the transport user) or your child?

Not likely to be able to travel on public transport independently	130	77.8%
Might be able to travel on public transport independently with training	19	11.4%
Would definitely be able to travel on public transport independently with training	9	5.4%
Can already travel on public transport independently	9	5.4%

Your Satisfaction

NB: For the purposes of this analysis, “Don’t Know / NA” responses have been removed.

Therefore the figures below show only those respondents for whom the question is relevant and who have a view.

The Vehicle

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Dissatisfied Total	Satisfied Total
The amount of space inside the vehicle	1.9%	2.6%	7.1%	17.3%	71.2%	4.5%	88.5%
The amount of space for equipment	3.6%	4.5%	8.0%	16.1%	67.9%	8.1%	84.0%
How easy it is to get in and out of, move around inside	1.3%	1.3%	3.9%	20.3%	73.2%	2.6%	93.5%
How clean the vehicle is	0.6%	0.6%	1.9%	16.2%	80.5%	1.2%	96.7%
How well the vehicle is heated and / or ventilated	5.0%	0.7%	6.4%	17.9%	70.0%	5.7%	87.9%
The overall condition of the vehicle	1.9%	1.9%	6.3%	15.0%	75.0%	3.8%	90.0%

The Staff

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Dissatisfied Total	Satisfied Total
How friendly the driver is	1.9%	0.0%	4.4%	13.2%	80.5%	1.9%	93.7%
How good / skilled the driver is	1.3%	0.7%	2.0%	14.0%	82.0%	2.0%	96.0%
How good communication between the driver and you is	1.3%	2.6%	7.7%	12.3%	76.1%	3.9%	88.4%
How friendly the Passenger Assistant is	0.9%	1.8%	5.4%	5.4%	86.6%	2.7%	92.05
How good / skilled the Passenger Assistant is	2.8%	0.9%	4.7%	13.1%	78.5%	3.7%	91.6%
How good communication between the Passenger Assistant and you is	3.6%	1.8%	3.6%	7.3%	83.6%	5.4%	90.9%
How friendly Hull City Council office staff are	8.2%	4.5%	12.7%	23.1%	51.5%	12.7%	74.6%
How good / skilled Hull City Council office staff are	7.5%	4.5%	14.3%	23.3%	50.4%	12.0%	73.7%
How good communication between Hull City Council office staff and you is	14.3%	2.1%	14.3%	20.0%	49.3%	16.4%	69.35

The Service

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Dissatisfied Total	Satisfied Total
That it turns up on time, where and when it should	4.3%	3.0%	15.9%	22.6%	54.3%	7.3%	76.9%
That the driver and Passenger Assistant (if used) are usually the same each time	4.6%	2.0%	17.6%	15.0%	60.8%	6.6%	75.8%
How safe you (as the transport user) or your child feels on the journey	2.5%	0.6%	3.8%	21.4%	71.7%	3.1%	93.1%
The information you get from Hull City Council (e.g. letters, parent guidance leaflet, updates etc)	11.5%	5.8%	14.1%	18.6%	50.0%	17.3%	68.6%
How easy it is to contact Hull City Council about the service if you need to	10.1%	8.1%	18.2%	19.6%	43.9%	18.2%	63.5%
The support you (as the transport user) or your child get from the Home to School Transport service	11.0%	3.9%	11.0%	20.8%	53.2%	14.9%	74.0%

Q. How satisfied are you with the home to school transport service overall?

Very dissatisfied	8.9%
Dissatisfied	5.4%
Neither	3.6%
Satisfied	37.5%
Very satisfied	44.6%
Dissatisfied Total	14.3%
Satisfied Total	82.1%

Making A Complaint

Q. Have you ever complained about the Hull City Council's school transport service?

This could be a complaint about the service or about a decision that was made.

Yes	52	31.0%
No	116	69.0%

Q. Of respondents who have complained about the Hull City Council's school transport service (52 Respondents):

How satisfied were you with the following?

	How easy it was to complain	How helpful staff were	How quickly got a response	Outcome of complaint
Very dissatisfied	12.0%	26.5%	18.4%	26.5%
Dissatisfied	2.0%	6.1%	8.2%	8.2%
Neither	34.0%	26.5%	30.6%	16.3%
Satisfied	28.0%	32.7%	30.6%	28.6%
Very satisfied	24.0%	8.2%	12.2%	20.4%
Dissatisfied Total	14.0%	32.6%	26.6%	34.7%
Satisfied Total	52.0%	40.9%	42.8%	49.0%

Respondent Characteristics

NB: These questions were voluntary. Percentages shown are based on those who answered each question.

Q. In which of the following age ranges are you?

Under 16	23.1%
16 - 24	4.4%
25 - 34	10.0%
35 - 44	32.5%
45 - 54	15.0%
55 - 64	10.0%
65 - 74	5.0%
75 +	0.0%

Q. What sex were you registered at birth?

Female	71.3%
Male	28.8%

Q. Is the gender you identify as the same as your sex registered at birth?

Yes	100.0%
No	-

Q. Which of the following best describes you?

White - British / English / Welsh / Scottish / Northern Irish	82.1%
Other White	4.9%
Black / Black British	3.7%
Asian / Asian British	3.1%
Mixed / Multiple ethnicities	0.6%
Arab	1.2%
Other	4.3%

Q. Have you ever served in the Armed Forces?

Yes	0.6%
No	99.4%

Q. Are your day-to-day activities limited due to a health problem or impairment which has lasted, or is expected to last, at least 12 months? (Please include conditions such as mental health issues or those related to ageing).

Yes, a little	24.1%
Yes, a lot	22.2%
No	53.7%

Q. If yes, which of the following describes your health problem or impairment?

Autistic Spectrum Disorder	39.0%
Blind, visually impaired or partially sighted	5.1%
Cognitive or learning difficulty (including dyslexia)	30.5%
Deaf, hearing impaired or hard of hearing	10.2%
Hidden impairment (including diabetes)	13.6%
Medical condition / medical-related impairment (including HIV and cancer)	8.5%
Mental health condition	13.6%
Mobility impairment (not a wheelchair user)	16.9%
Mobility impairment (wheelchair user)	15.3%
Motor skills impairment (including arthritis)	10.2%
Neurodivergence (including ADHD)	16.9%
Neurological impairment (including epilepsy and brain injury)	11.9%
Personal assistance user	8.5%
Physical disfigurement	3.4%
Other	20.3%

Q. Which of the following best describes your religion, faith or belief?

No religion	58.6%
Buddhist	-
Christian	32.8%
Hindu	-
Jewish	-
Muslim	7.8%
Sikh	-
Other religion	0.8%

Q. Which of the following best describes how you think of yourself?

Bisexual	0.9%
Gay or lesbian	0.9%
Heterosexual or straight	95.7%
Other	2.6%