

Appendix B. Examples of feedback from parent and carers satisfaction survey

- *HTST are super reactive. They have the expertise, know our children & YP, know their needs/dislikes/likes and are very receptive to any requests made. This link is so important in creating and matching the transport service with our YP and is key to it being successful. I prefer to deal directly with HTST rather than the operators because they know my YP's needs, they know me & my family & we are understood when we make contact. Since the previous transport fiasco I don't want to deal with transport operators. I want continuity and understanding.*
- *I like my driver and VPA. I feel safe and happy knowing they will come when I expect them and they are kind. I like the way my VPA talks about things that interest me.*
- *My grandson loves his experience in the taxi, he gets on really well with the drivers. My grandson has grown with this experience, and it has learnt him to trust and go to school happy and to be a little bit more independent.*
- *My young man don't talk but is always smiling at everyone in the bus and gets excited when he hears it coming.*
- *We could not ask for a better team. They know him extremely well in a way where they can communicate with him effectively, manage any challenging behavior and help him when he is upset. They can understand the limited language he does have and ask me when he has a new word they don't understand. They are cheerful every day they arrive no matter what has happened and communicate with me to help the transport run smoothly*
- *Brilliant service, lovely drivers. My son goes to school very happy. His autism means that transitions are often difficult. The drivers always make a lot of effort to keep him calm. It helps the whole family, especially in the morning. The impact of this is my younger daughters have an easier time going to their local school. The impact of this kindness is a game changer for the whole family. I can't thank this service enough.*
- *Our taxi driver supports our daughter very well and she feels confident and safe going with her. She is only anxious if a different taxi driver is required for holiday cover etc.. but she does get used to it.*
- *From a driver: This was made for me today by X, a new school run that I have been doing. He said to his teachers that I'm the best Taxi driver he's ever had, and asked them if he could make me something for Easter as he is breaking up from school today and they said he could . I thought it was pretty awesome, and this is why I love taking children to school and just helping them to have a good start to the day.*



