

**Sustrans School Travel Case Study**  
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## **Torfield SEN Primary**

**Title of project:** Taxi Scheme

**Local Authority:** East Sussex County Council

**Partners:** School, Taxi companies, East Sussex County Council – Passenger Transport & Road Safety Education

**Key Features:** School Travel Plan, Community Involvement

### **Summary:**

- Only 100 pupils at the school.
- Cars used to park wherever possible to collect the pupils.
- Parking would lead to congestion outside school on narrow road.
- Very limited parking inside and outside of the site.
- Pupils would be individually called by radio from their class to the waiting taxi - this process was long, stressful and confusing for pupils.

### **Initiative:**

1 - **Code names:** each child has a code name (a colour and a shape e.g. red triangle). The taxi that those children are using has the same code name and the picture is put in the front window of the taxi. The Passenger Transport list has also been updated to reflect the code names of the children and taxis.

2 - The **school gates** now open at 15.05 to allow taxis to reverse into the drive, and are closed at 15.10 (the drive will only allow 15 vehicles in, they reverse in so they can pull out easily). Any taxi not in by that time has to wait. The children are loaded in the taxis at 15.11 (it now only takes 5 minutes) and they are away very quickly. The pupils are let out of 3 exits located around the school to ease congestion; also the school have developed a relaxing end to the day so pupils are calmer for their journey home.

3 - Each child has a **taxi passport** that is held by their driver in a folder. This details the likes and dislikes of the children that are to be passengers in the taxi. For example, if the child does not like noise, or likes to be called by a particular name, the driver is aware of this. A spare set of information is kept in the taxi office for new drivers so they have a better understanding of their passengers.

4 – **Driver training** for the taxi drivers. This training was in response to a request from the school to increase the awareness of the taxi driver about autism. Also some advanced drivers are present to answer questions about

what a driver should do in unusual situations for example, a pupil putting their hands over the driver's eyes while driving.

**Outcomes:**

Much easier process for the children to get their taxis, saving time, tackling congestion and reducing stress for the children. Taxi drivers much better prepared to help with the children or deal with any problems

**Costs and Funding:**

Administration costs for producing the Passports and sending out letters.

**Problems and solutions:**

Getting the taxi companies together and gaining their support - **Passenger Transport helped** by contacting the taxi drivers, enabling them to help produce ideas as well as support for the initiative.

**School support;** A new Head Teacher was appointed and the resolving of the taxi problems was high on her essential-list. With her support and enthusiasm the pupils were always at the right place at the right time.

**Case study contact details:**

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