

SEND Home to School Transport Update

Overview and Scrutiny Meeting

17 July 2020



Making a positive difference every day to people's lives

Agenda

1. Improvement Programme
2. Current Performance
3. Previous questions raised
4. Covid 19 response
5. IT System
6. Dynamic Purchasing System
7. DBS Checking
8. Guides
9. AOB



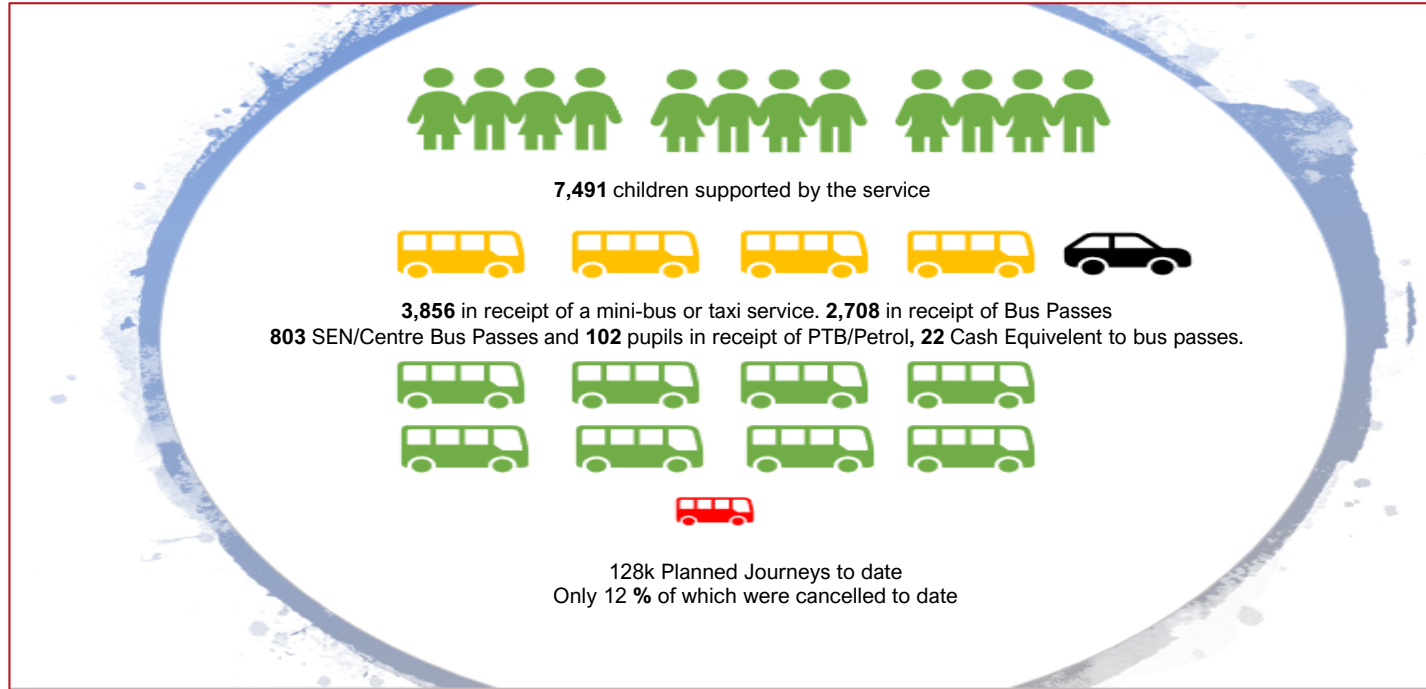
Service Improvement Programme

April 20 to March 21

- Improving service quality and performance
- Ensuring safeguarding and DBS
- Implementing a compliance and audit team
- New contract management and commissioning arrangements
- Procuring a new IT system for BCC, operators and families
- Implementing a new service structure to deliver a first class service
- Undertaking route reviews and analysis of high cost services
- Improving stakeholder engagement and communications



Home to School Transport – Current



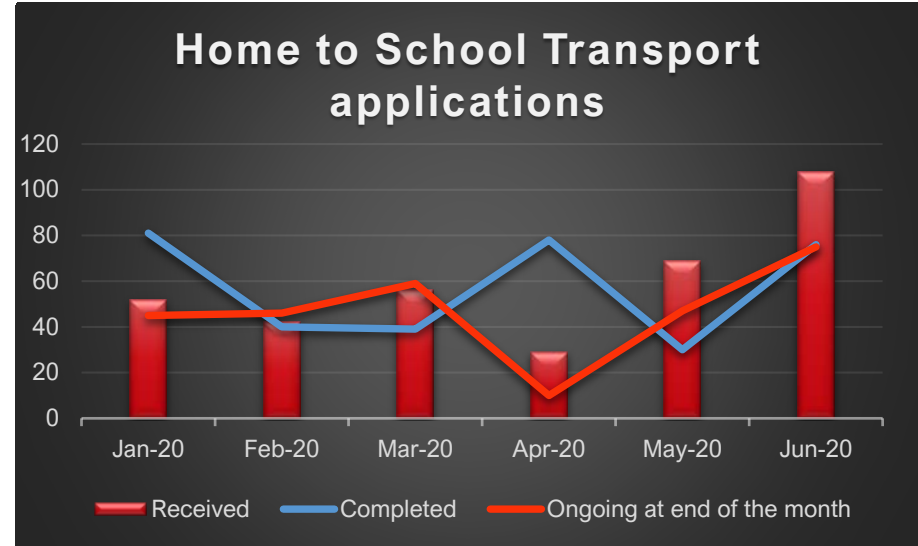
Home to School Transport – Current Work



For the academic year 2019/20 there have been 137,737 planned journeys to date

Total number of planned journeys operated were 114,818 **(83%)**

Total number of journeys cancelled were 22,919 **(17%)**



Applications are being completed on a timely basis. Completions are increasing monthly since Mar 20.

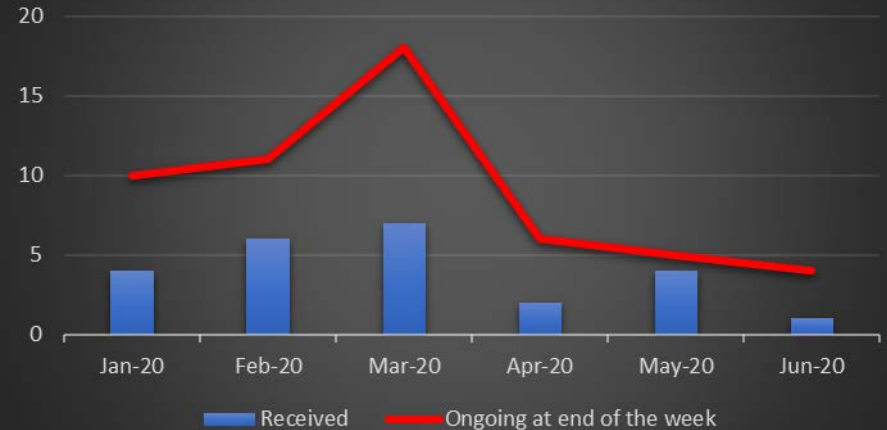
Home to School Transport - Appeals

Stage 1 appeals



Stage 1 appeals have reduced from **61 in Dec 19** to **0 in June 20**, which is a **reduction of 100%**. There are currently **no ongoing** Stage 1 appeals

Stage 2 appeals

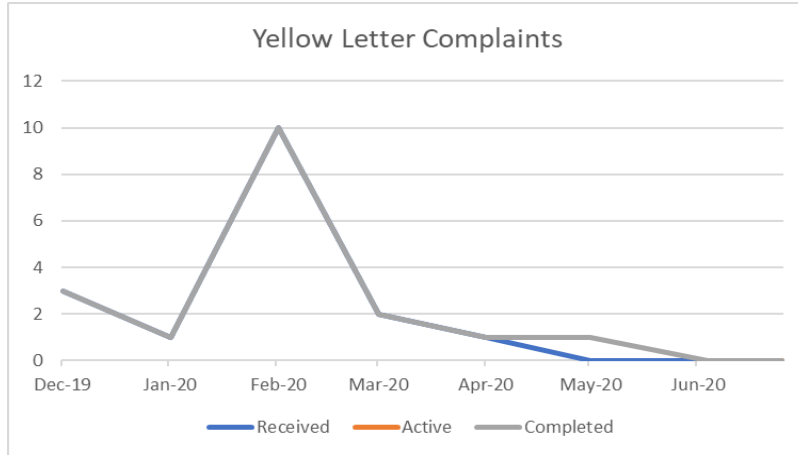


Stage 2 appeals have reduced from **15 in Dec 19** to **4 at the end of June 20**, which is a **reduction of 73%**. All ongoing Appeals are being prioritised for completion

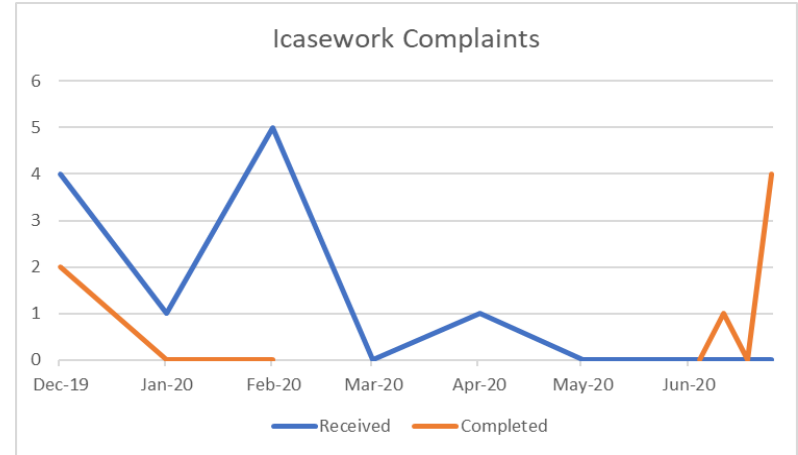


Yellow letter complaints

We have received **17 Yellow Letter** and **11 ICASE Complaints** in the last 6 months.



We currently have **no on-going Yellow Letter complaints**



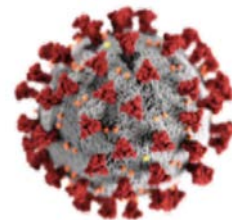
We currently have **no iCASE complaints** ongoing.



Home to School Transport - Covid 19

COVID 19 current on-going work:

- Responsive, flexible approach to school requests
- New plan every week
- Full PPE for Guides as required
- Flexed invoicing for providers according to activity



Number of average pupils transported from May to June has increased by **320%**

We provided a service to **38** school settings in May and **88** school settings in June

Special & Resource Based School Attendance Summary	15.06.2020	16.06.2020	17.06.2020	18.06.2020	25.06.2020	02.07.2020
Number of Pupils transported to School	445	449	451	467	576	522
Number of Schools transport was provided for	78	83	81	88	88	82



Previous Questions Raised

- The NEAT contract would incorporate a system that would be shared with all other providers?
 - Initially, Yes.
 - Now seen as more advantageous for BCC to own and operate a new IT system to retain overall visibility over all suppliers, schools and related data; we are being refunded for this contractual element now.
- **What timelines are there for other systems procured and rolled out since 2015 and at what costs incurred?**
 - There have been no new systems employed on Home to School Transport since 2015
 - All current data is held in spreadsheets and is not an acceptable way to operate ongoing
- **How is the NEAT contract performing?**
 - There are no current performance issues with the contract in terms of running the service
 - We receive monthly MI on key measures such as routes run, cancelled, late running, passengers on each route etc
 - We hold monthly reviews to monitor performance; outputs are included into overall TA dashboard.
 - During Covid-19 the routes and passenger numbers for home to school have been impacted, however NEAT are providing food and parcel delivery service as an addition
- **Update on subcontracting - numbers involved, what is the council's position on this?**
 - Six of seventeen do subcontract
 - Contractually acceptable in DPS, subject to supplier advising us and have signed agreements in place etc.
 - Does not relieve any liability for the performance and compliance of Service under the Agreement
 - We keep a log of all subcontractors used and this can be shared.



IT - Home to School Transport System

- **How it works – an overview**
 - Based on a bespoke, flexible database
 - Holds secure data on pupils, parents, schools, service providers, routes etc.
 - Data is accessible and up to date in real time
 - Provides secure access using online apps across all user types
- **Why we need this**
 - BCC supports over 7000 children (over 4100 on transport)
 - Most data is held on spreadsheets
 - There is no single view of the operation
 - In managing and maintaining the spreadsheet information, there is little time to manage the service
- **Costs / Savings forecasts**
 - Significantly improves budget management
 - Business case projections to follow in a later slide

IT System Overview

- Key benefits:
 - Transforms communications with stakeholders.
 - Real-time updates of routes and outcomes using mobile GPS.
 - Real-time views of pupil arrival and departure times for schools and parents/guardians
 - Transforms scheduling and planning ability to ensure use of best practice guidelines.
 - Enables scenario planning in advance of the next academic year etc.
 - Provides a comprehensive suite of reports to better manage the service
 - Etc.

Update on Progress

- Identified what is available in the market, the best way to buy and how to ensure a smooth transition
- Route to market is using the Crown Commercial Services (CCS) G-Cloud Framework
- Full Business Case, Business Requirements, Service Specification and Tender Documents are signed off
- Approach to mobilisation is yet to be defined, however it will be a staged approach, ensuring teething issues will be addressed before wider roll out



Indicative Timelines

Key Milestone		Status
Planned Procurement Activity Report	10 th Feb 2020	Completed
Draft Documents Required	5 th Jun 2020	Completed
FBC Sign-off	12 th Jun 2020	Completed
G-Cloud Call-Off and Evaluation	22 nd Jun – 10 th Jul 2020	On target
Award Report and Contract Award	17 th Jul 2020	On target
Project Mobilisation	20 th Jul – 14 th Aug 2020	On target
System Configuration / Data Migration	3 rd Aug – 28 th Aug 2020	On target
User Training	17 th Aug – 4 th Sept 2020	On target
First School – Go Live	Mid-Sept	On target
Completion and review	March 2021	On target



Indicative Benefits

Birmingham Home To School Transport IT System Project Business Case

Quantitative Benefits (k)

Totals

2020/21 2021/22 2022/23 2023/24

160 573 648 648

Cost (k)

Total

2020/21 2021/22 2022/23 2023/24

177 140 140 140

Annual Potential benefit (cost savings)

-17 433 508 508

Cumulative

-17 416 924 1432

Discounted (say 5%)

-17 396 880 **1364** DCF after 4 years

Dynamic Purchasing System

- **What is it?**
 - An open procurement framework where all prospective suppliers have undergone financial and quality checks
 - Suppliers can join at any time
- **What does it do?**
 - It is an open online system to allow new entrants to register at any time
 - Once criteria and checks are complete, all are available to bid for any new or retendered work
- **How much does it cost?**
 - The DPS is an online procurement application that provides a communications framework for information sharing, bids offers and acceptance (which is auditable)
 - In this instance, the current DPS framework carries no additional cost other than normal overheads
- **How will it ensure safety for children & providers?**
 - The contract terms and conditions signed up by the provider engaged on the DPS, creates a legal obligation to ensure safety for children and providers

Why DPS?

- Previous contract presented challenges for the Council and the DPS was set up to address:
 - Market conditions (specifically to stimulate interest)
 - Low quality of service from some suppliers due to poor market management and engagement;
 - Lack of innovation and continuous improvement from some suppliers, no added value
 - Inclusion of new suppliers which were previously excluded from entering into arrangement with Council
 - Lack of competition since 2009 when the original framework was let
 - Costs had significantly increased and there is lack of flexibility within current arrangements.

Disclosure and Barring Service - DBS

■ Policy advice:

- The Council is making the arrangements for 'regulated activity' and must be satisfied that barred persons are not undertaking that activity
- DBS will only check the barred list if asked to do so; this means that a positive check is required
- Even if not barred, Council needs to have a clear policy about how it considers convictions disclosed by the enhanced DBS certificate and how these will be used to assess the case
- The Council may wish to apply a higher standard to drivers that will be engaged in a regulated activity, and will therefore need to ensure that the policy is fair, reasonable and consistently applied.
- BCC legal advice is that even though we require the provider to request checks for employees, the Council must ask for copies of the enhanced DBS certificate and barred list check and keep a copy for its records

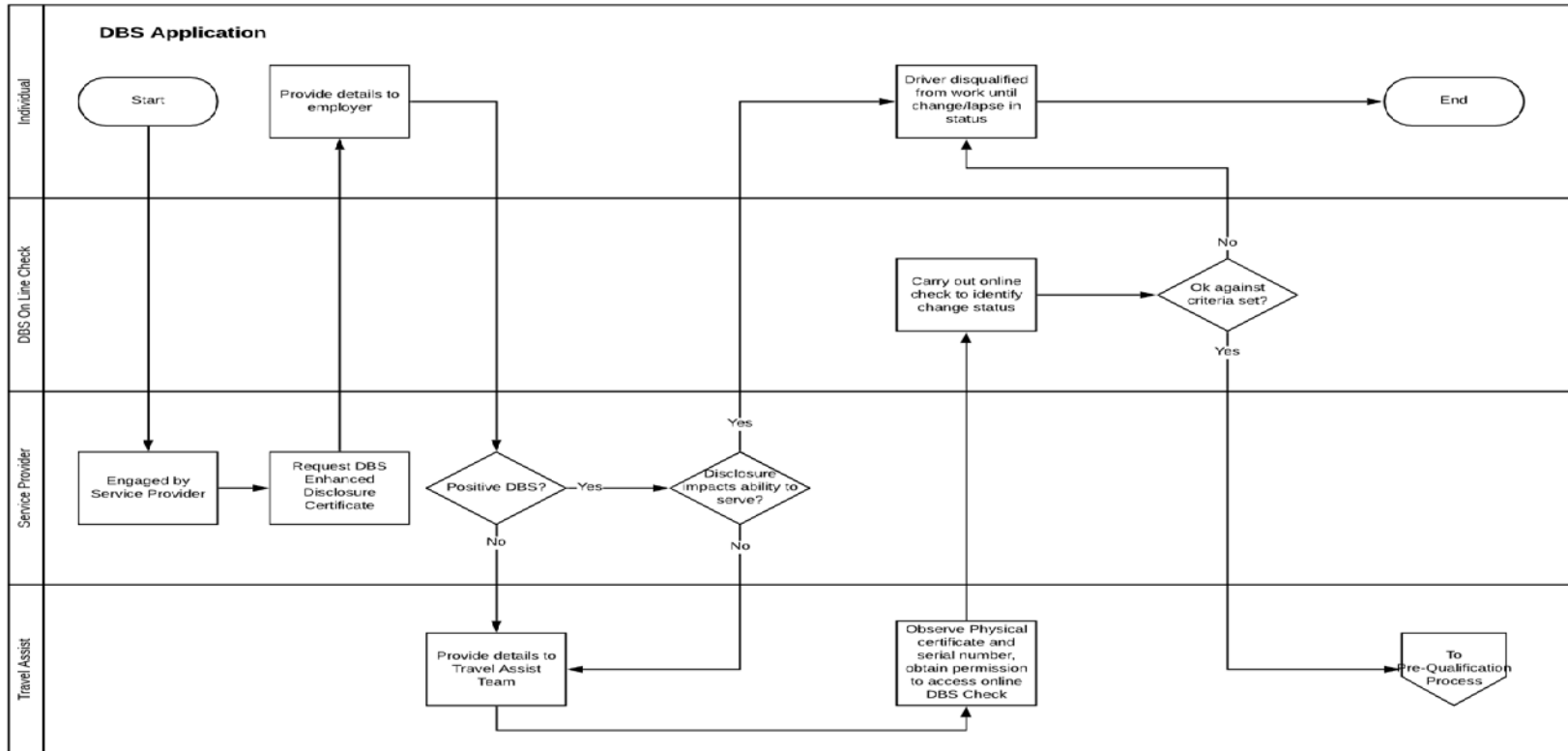
DBS – Current Arrangements

- Terms and Conditions under the DPS say that:
 - 32.1. Regulated Activity Provider
 - The Parties acknowledge that the Provider is, with effect from the Commencement Date, a Regulated Activity Provider with ultimate responsibility for the management and control of the Regulated Activity provided under this Agreement and for the purposes of the Safeguarding Vulnerable Groups Act 2006.
 - 32.1.2. monitor the level and validity of the checks under this Condition 32.1.2 for each member of staff engaged in a Regulated Activity
 - 32.1.3. not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out, Regulated Activity or who may otherwise present a risk to Service Users
- All providers now submit a monthly report against all their employees to BCC
 - The council may suspend or terminate any provider against the above conditions

DBS – Summary

- The DPS covers off the requirements under legislation
 - Responsibility is incumbent on the service providers to have integrity
- However:
 - We believe the review of positive DPS statements requires a heightened standard in the context of transporting vulnerable children and adults
 - We propose to bring an element of internal checking back into the Travel Assist team using the online DBS checking service run by HM Government
 - We have designed a new process for your information and review...

DBS – Proposed Process



Rationale for Decision Making

- If any positive DBS disclosure falls into category of:
 - Sexual
 - Violence
 - Drugs
 - Fraud / dishonesty
 - Driving
 - Other relevant issues
 - ...And the notice is current within the term Rehabilitation of Offenders Act...
- The employee will be immediately suspended from duty (or not engaged on the contract)
 - There will be no exceptions to this
 - No appeal available



Guides Current Provision

- Currently have 388 permanent, 100 casual and 80 agency guides
- Remotely managed service suffers from high levels of sickness, poor communication and training
- Sickness costs over £250k a year and leads to route cancellations and lost days at school
- The reliance on casual and agency guides results in no continuity for the children, lack of knowledge and complaints
- The provision of this internal service is unique to BCC – most Councils delegate this to the suppliers

Guides – Next Steps?

1. Do nothing but the service will continue to fail
2. Make agency guides work to/from the operators depot saving time and mileage
3. Transfer the casual and agency guide to the operators- many operators have requested this change as they provide guides for other local authorities
4. Policy review for the future of the guide service to ensure efficiency and effectiveness

Incremental Change

Any Other Business

- What will September look like?
 - DFE Guidance
 - Working individually with schools on an implementation plan
 - Planning routes
 - Allocating Guides and arranging PPE
 - Identifying any capacity issues
 - Promoting Personal Transport Budgets where possible
 - Communication is key
- We are still establishing the guidelines for the above and continue to prepare as required...
 - Risk Assessments for SEND children on transport.
 - We will review guidance to operators and undertake risk assessments in conjunction with schools



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