

# Home to School Transport Update

## Appendix D

### March 2022



# HOME TO SCHOOL TRANSPORT



Making a positive difference every day to people's lives



Birmingham  
City Council

# Progress to Date



We have increased capacity to support the recovery and delivery of the service – we have a new interim Assistant Director SEND Transport, with a fixed term 2 year contract out to advert.



We have reduced the backlog of bus pass applications from 1017 in February 2021 to 32 in March 2022



We have reduced the number of complaints from 20 complaints with 4 overdue in October 2021 to 6 complaints with 1 overdue, as at 30<sup>th</sup> March 2022



Call volumes reduced from 1964 week ending 10<sup>th</sup> September 2021 with average call length of 626 seconds to 170 calls with average call length of 477 seconds as at week ending 25<sup>th</sup> March 2022



We have published Frequently Asked Questions on the Local Offer page and all staff share the link at the end of emails – this provides a central point for parents to direct questions.

# Service performance

Improved contract management has led to an improvement in route time performance.

Backlog of bus pass applications reduced from 1017(February 2021) to 32 (March 2022).

Over last 2 academic years c3000 pupils have received travel passes that allow unlimited travel on the local network 7 days a week, 52 weeks a year

	11/02/2022	18/02/2022	25/02/2022	04/03/2022	11/03/2022	18/03/2022	25/03/2022
Safeguarding	0	2	0	0	0	0	0
Route Performance	99.92% (1020)	99.86% (1016)	100% (1)	99.98% (982)	100% (1027)	99.86% (1026)	99.92% (1027)
Pupil Performance	99.96% (3069)	99.93% (3052)	100% (1)	99.97% (2954)	100% (3068)	99.92% (3076)	100% (3070)
Route Time Performance	99.26% (1011)	99.16% (1007)	100% (1)	99.25% (975)	99.21% (1019)	99.15% (1017)	99.15% (1018)
Telephone Performance	92.24% (226)	96.89% (187)	95.00% (76)	93.47% (272)	95.34% (205)	95.87% (159)	99.42% (170)
Bus Pass Assessments Overdue	62	99	56	42	35	32	33
Transport Applications Overdue	33	37	36	42	39	42	34

# Home to School Transport Complaints and Compliments

Home to School Transport Complaints



	No Further Action	Member - Enquiry	Member - Complaint	Citizen - Stage 1	Citizen - Stage 2	Total
Oct 21	1		5	23		29
Nov 21	3	2	9	26		40
Dec 21	1		7	11		19
Jan 22			4	8	1	13
Feb 22	1		4	16		21
Mar 22		1	3	8		12
	6	2	32	92	1	134

Complaints

	Bus Pass	Travel Route	Personal Travel Budget	Poor/Lack Comms	Travel Application	Guide/ Driver	Data Breach	Total
Oct 21	6	6	1	3	5	6	2	29
Nov 21	4	8	5	2	14	7		40
Dec 21	1	6	3	1	1	7		19
Jan 22	2	4	0	0	2	5		13
Feb 22	1	13	1	1	3	2		21
Mar 22	3	2		1	1	5		12
	17	39	10	8	26	32	2	134

Compliments

	Bus Pass	Travel Route	Personal Travel Budget	Poor/Lack Comms	Travel Application	Guide/ Driver	Data Breach	Total
Oct 21			1					1
Nov 21								0
Dec 21	1					3		4
Jan 22		2				1		3
Feb 22		1						1
Mar 22					3	3		6
	1	3	1	0	3	7	0	15

# Home to School Transport Complaints and Compliments – context

The Service would expect a higher trend of complaints at the start of an academic year due to children settling into revised routes. This year, the need to terminate North Birmingham Travel at speed and move to HATS increased the complaints numbers further.



October and November figures started to settle but were impacted mainly by NEAT route failures. NEAT has now agreed to reduce its routes operated for BCC due to persistent staff shortages.



February numbers are slightly distorted by 1 parent complaint where the parent asked for friends and family to send in complaints on her behalf totalling 8 overall.



Compliments are generally under-reported as staff who receive them, do not always record under formal process and this is something the team are working to improve recording of. The Service have started to receive increased numbers of compliments with one week showing more compliments than complaints.

