

**Birmingham City Council**  
**Education, Children and Young People**  
**Overview and Scrutiny Committee**

19 July 2023



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**Subject:** Children and Young People's Travel Service  
**Report of:** Adrian Weissenbruch, Assistant Director Children and Young People's Travel Service  
**Report author:** Adrian Weissenbruch, Assistant Director Children and Young People's Travel Service

**1 Purpose**

- 1.1 A presentation providing an update on the Children and Young People's Travel Service is attached with this report for consideration by the committee.
- 1.2 Officers will be in attendance at the July 2023 committee meeting to discuss the presentation and answer any questions.

**2 Recommendations**

- 2.1 Members note the presentation attached as Appendix 1.

**3 Any Finance Implications**

- 3.1 None directly associated with this presentation and report.

**4 Any Legal Implications**

- 4.1 None directly associated with this presentation and report.

**5 Any Equalities Implications**

- 5.1 None directly associated with this presentation and report.

**6 Appendices**

- 6.1 Appendix 1 – Children and Young People's Travel Service update presentation.

# Children and Young People's Travel Service: Update for Education, Children and Young People Overview and Scrutiny Committee

Adrian Weissenbruch, Assistant Director Children and Young People's Travel Service  
19 July 2023



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# Service overview

- We currently support 5,177 with transport each day, with a further 200 students supported with Personal Transport Budgets.
- Most students we support with Transport have an EHCP
- Students can also qualify for support under 'Extended Rights' which are designed to support low-income families to exercise school choice.
- There are currently 1278 transport contracts
- We support 368 Schools
- Currently spending over £230k each day
- Students we support travel 39,136 combined miles a day (more than a return trip from Birmingham to Bucharest, Romania)
- There have been significant historic issues where trust has been lost which the service has been working hard to rebuild, ensuring that students are kept at the centre of our decisions.
- Transformation program to rebuild the service has brought significant improvement and moving to BAU
- The service must be sustainable to protect services for the most vulnerable.

# September mobilisation

Whilst September 2022 mobilisation was a considerable improvement and success with a 99% service delivery rate, which was one of the best nationally and following several difficult years, the CYPTS identified several areas where the service could be improved. The September Mobilisation plan was implemented in March 2023 to ensure a successful delivery of September 2023 by clearly outlining and monitoring key activities whilst ensuring key activities are closely monitored and completed on time. This allows risks and dependencies to be quickly identified and resolved to ensure a successful September 2023 delivery.

This includes but not limited to:-

- Applications are processed before September
- Draft routes sent to schools before the end of term
- Travel Passengers are allocated to a route
- Draft routes are sent to Transport Operators
- Communication to parents to confirm routes
- Meet and Greets undertaken by Travel Passenger Assistants and Drivers before the start of term.

# September mobilisation – Lessons Learnt for September 2023



Early planning of mobilisation activities – ensure planning for this year's mobilisation starts as early as March 2023 – liaising with relevant teams as early as possible and understanding of what each team must do.



Putting together a robust communication strategy – external (how to communicate with Parents, Passenger Assistants and Schools) and internal (team-to-team communication)



Have in place recruitment strategy – early understanding of resource requirements and ensuring resources are in position and trained well to do their jobs in good time.



Improve data management strategy – access, quality and early gathering and sharing of data



Look at how external dependencies can be managed better e.g. SENAR, Contact Centre etc



Reduce manual interventions where possible by using technologies such as TMS, CRM etc



Assign an owner to oversee the implementation of lessons learned from 2022 mobilisation next year -

# Key performance indicators

Transport consistently operates above 99.5% service delivery for eligible students. This high level of consistency is unlikely to change due to robust contingency process to cover for absent drivers, vehicles and Guides.

New software that is currently being tested will allow us to report a much wider range of statistics to ensure effective management of our operators and improve quality of service.

We are also starting to capture data more effectively to identify the needs of our students, ensuring that needs are met and any groups that may require additional support.

# Finance

The month 9 projections for 22/23 showed an £18.1m overspend. Work is currently underway to finalise the accounts for the 22/23 financial year. Work was undertaken during Q4 to address the overspend, including eligibility panels.

	Current Budget £m	Forecast Outturn £m	Over/(Under) Spend £m
Children & Young People Travel Service	40.46	58.56	18.1

The £18.1m forecast overspend is broken down as follows:

- £13.4m Transport Costs
- £4.7m Guides

Work is well underway to reduce spend in 23/24 including a savings plan that addresses various areas that have been identified, including a revised procurement method, route optimisation and continued effectiveness of eligibility panels.

# Policy development

A revision of the Home to School Transport Policy was undertaken and, whilst BCC were found to be compliant with the legislation, it had not been effectively adhered to.

- A new Application and Eligibility Review Panel was created to ensure that robust and correct decisions were made in line with BCC policy, with an appeal process set up to support parents who look to challenge decisions.
- The DfE published revised Statutory Guidance '[Travel to school for children of compulsory school age](#)' on 29th June 2023. The new Statutory Guidance has a strong focus on sustainability and use of public transport.
- Work immediately started to review the revised guidance against the BCC policy to ensure compliance
- If changes are required, we will work closely with stakeholders including the Parent Carer Forum to review the Policy documents.

# Pre-School and Post-16 Entitlement

## Pre-statutory School Age

- The Council's policy is not to provide travel assistance, except where the child has an EHCP and the circumstances can be said to be exceptional.
- There would also be a charge to access this subsidised service and the support offer will consider the age and needs of the child.

## Post-16 Transport

- The Council's policy is to provide a subsidised travel service that meets the individual needs of the student, in line with the compulsory age School Transport offer, whilst encouraging their personal development in preparation for adulthood.
- This will include offer of a Bus Pass and supported Travel Training where the student is considered capable.

Whilst other Local Authorities nationally are looking to reduce/remove their offer of support for non-statutory transport. BCC intends to continue with the current offer.

# Independent Travel Training in Birmingham



## Collaboration with Stakeholders

Schools, Students, Parent/Carer Forum, Specialist Heads Forum, Council Action Groups, Council Directives



## Informing and Educating

School assemblies and parent events, classroom discussion, try a bus and challenge your travel skills events



## Building futures: Impacting on lives

Making a difference for our young people and their future. Helping them to build their future one step at a time



## Value for Money and Accountability

Building a sustainable programme with a solid foundation. Objectives, Performance KPI and impact analysis

From Pilot to Permanent Programme

# ITT Pilot Programme

Journey and Milestones



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# Pilot ITT Programme Impact Spring 2023

## Achievements to Date

- 35 individuals successfully completed programme as of June 2023
- Engagement with 15 BCC Specialist Schools
- Engagement with BCC Parent/Carer Forum and their members
- Development of ITT Learning Materials
- Introduction of West Midlands and Birmingham ITT Forum
- BCC ITT Programme approved as an Open Awards Programme Level II

## Impact on Young People and their Families

Produced a short film to illustrate the impact the programme has on young people. Building their future, one step at a time



Zain and  
Mom's  
Testimonials



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