

Home to School Transport

Progress update to Audit and Governance Committee
13 September 2023

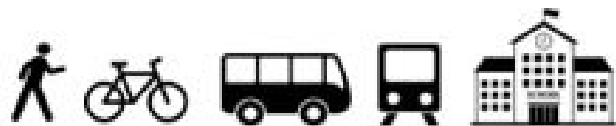
Purpose of update:

- Update the Committee on transformational progress of the service

Home to School Transport: Development

- Children & Young People
- Parent, Guardians & Carers
- Suppliers & partners
- Our teams
- Reporting, Performance, Evidence and Analytics
- Systems

Working in collaboration with the Service, SVOAC & Freedom to Travel programmes.



**Freedom
to
Travel**

Home to School Transport: Audit Actions

In May '22 an audit of Home to School Transport agreed 14 findings and recommendations with the team to improve the control environment and the processes within it. These 14 actions have now been implemented however, there was a subsequent follow-up report in July 2023 which gave the service an audit opinion of 'Reasonable Assurance' with a further 6 actions for the service to take forward.

The key findings reported are summarised below:

Finding	Risk	Action
Stakeholder Engagement	Yellow	SLA with SEN to be delivered within 2 months. SLA Gap Analysis to be completed within 2 months. Stakeholder Communication Plan to be developed within 2 months and activated (target completion 30/10/2023).
Independent Travel Allowance clarity	Green	Consultations on an updated version of the ITA to be undertaken which will result in a glossary of some sort to aid understanding. FAQ's to be uploaded to the web pages to aid clarity. Piloting a Personal Travel Budget process which will inform our policy after feedback from families. Allow the families a term of using PTB's to inform change in policy (target completion 5/1/2024)
System Development	Yellow	Digital Discovery has taken place and given several recommendations (fin May 23). Digital Design have been undertaking a full review of the application process. SVOAC now taken the Digital Programme and working through review of systems as well as quick wins and legacy system enhancements. Digital development to be in place by March 2024 will deliver some immediate enhancements including automation. Mobisoft and Adam are longer term projects along with a CRM system which is being explored as part of a wider SCC initiative. The implementation date is December 2024 at the earliest (target completion Dec 24).
Budget Monitoring	Yellow	Finance and the H2STA service will work collaboratively to ensure that the Business Partnering arrangements ensure accurate, robust, and clear financial monitoring and reporting. Trajectory modelling will continue to be enhanced through increased insight from performance management information and the impact of future strategies/efficiencies. Roles and responsibilities will be reviewed to ensure that accountability is in the right places in line with the partnership agreement. Any overspend or risk will be jointly agreed and reported as part of monthly monitoring meetings. (Action completed)
Governance of Direct Awarded Contracts	Green	H2S management meeting checks with Team Leaders and will record if there has been any need for the requirement of direct contracts. Appropriate records will be made. (Action completed)
Transport Review Process Decision Making	Green	Decisions are made in conjunction with the parameter document. All decision outside of parameters are made by a senior officer (or Team Leader or Manager). <input type="checkbox"/> Direct Awards over parameters <input type="checkbox"/> PTBs over parameters Raised to management and recorded on management team meetings. Route journeys that exceed the statutory limits are agreed by Team Leaders and an audit trail made within Mobisoft. (Action completed)



Next steps on action on Audit findings, recommendations and improvement overall

- **Complete improvement plan and transformation programme including** full implementation of Internal Audit recommendations
- **Utilise Internal Audit expertise as a critical friend** on specific elements of our improvement plan at agreed points
- **Continue to report progress** to monthly Oversight Board, CFLL Select Committee (2nd Oct), Cabinet Informal (19th Sept)