



Wednesday, 6 December 2023

## Home to School Travel Update Report

### Purpose of report:

The purpose of this report is to provide the Committee with an update on the Home to School Travel Assistance (H2STA) Improvement Programme and the current performance of the service provided to children, young people, and families in Surrey. The report sets out improvements and changes to the service and our end-to-end system since December 2022 as well as ongoing initiatives to enhance the customer experience for the school year beginning September 2023.

To capture the sentiment of families who applied for travel assistance this year, we conducted a survey, open for 2 weeks in September. The survey was issued to 2,500 families and we received 301 responses (12%). Feedback from the survey is included across this report.

In June 2023 the CFLL Select Committee requested that an update be made available on the service's performance after the start of the September 2023 academic year.

This report is intended to assure senior officers and leaders of the developments of the service and its current improvement trajectory.

### Introduction:

1. Approximately 160,000 pupils attend education settings each day in Surrey. A small proportion (around 7%) qualify for home to school travel assistance. The Home to School Travel Assistance (H2STA) service currently provides travel support to 10,407 children and young people of which 4,026 (39%) have additional needs and disabilities. Provision of travel assistance is statutory in certain circumstances, as set out in the Education Act 1996.
2. The service has been under a high level of scrutiny with a programme of work, learning review and audit recommendations. The service also attended: Select Committee in June 23, a Select Sub-Group Budget Deep Dive in October 23

and a Select Sub-Group Deep Dive into EIA in October 23. This scrutiny is combined into a holistic project plan of works with appropriate resources, timescales and measures attached to each task.

3. As reported at the June 23 Select Committee, the improvement plan will run until September 2025. Significant progress has been made this academic year, but there are still key improvements to be made.

At the Committee's request the report will specifically look at:

4. How many applicants who submitted their application for H2ST before July 31<sup>st</sup> were not informed of the transport allocation within 10 working days?
  - a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?
5. How many applicants who submitted their application for H2ST before 31<sup>st</sup> July did not have transport on the first day of school?
  - a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?
6. How many applications for H2ST have been received each month since 31<sup>st</sup> July? How long has it taken to inform these applicants of the transport allocation – categorised by within 10 days, within 20 days, within 30 days, etc.
7. What issues with the new process came to light over the peak period of July/August/September?
8. What are the learnings and what changes are planned in the light of these learnings?
9. The Service also attended an ATCO (Association for Transport Coordinating Officers) Conference on 9<sup>th</sup> November, giving all local authorities nationally a chance to collaborate and discuss issues, it was interesting to note that ADCS and ADEPT are lobbying central government on several difficulties that are prevalent across the UK for Home to School – paper enclosed at the foot of this report for your information. All authorities shared a common appreciation that this service was a significant challenge to deliver.

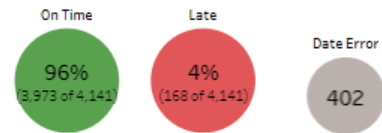
### **September 2023 - New Academic Year Update**

10. **Application Assessment** - Significant improvements have been made in this area regarding timeliness, with 96% of applications being completed within SLA timescales over the last 8 months. As a direct comparison for the same period in 2022, the service achieved 85% of applications within timescales. This was achieved through targeted work with families and schools to get application in earlier as demonstrated in the chart below.  
During peak summer activity, application and delivery follow a differing timeline to provide travel support to around 10,000 young people and this has been outlined in Appendix 1.

## Home To School Transport Application Outcomes

This dashboard provides a summary overview of all applications completed during the timeframe

### Total Completed Applications by Outcome



### % of Applications Completed On Time/Late

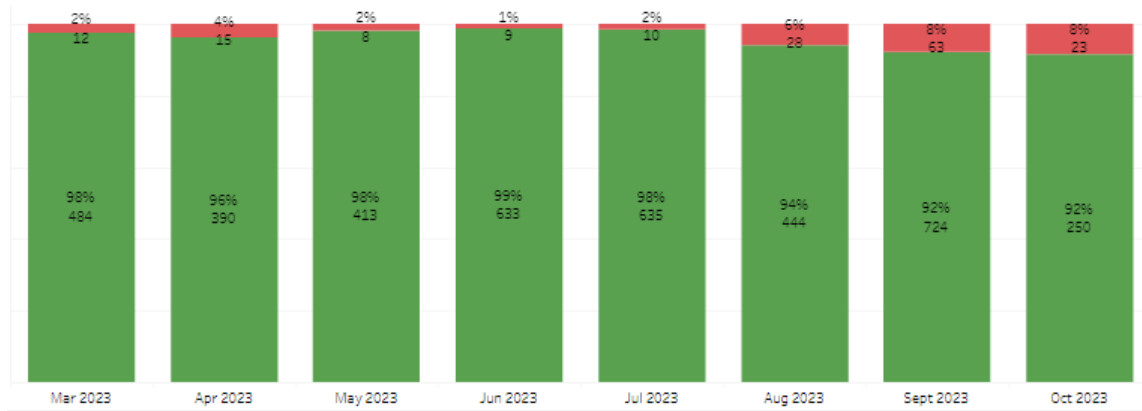


Figure 1 - Application Outcomes within Timescales March 2023 - October 2023

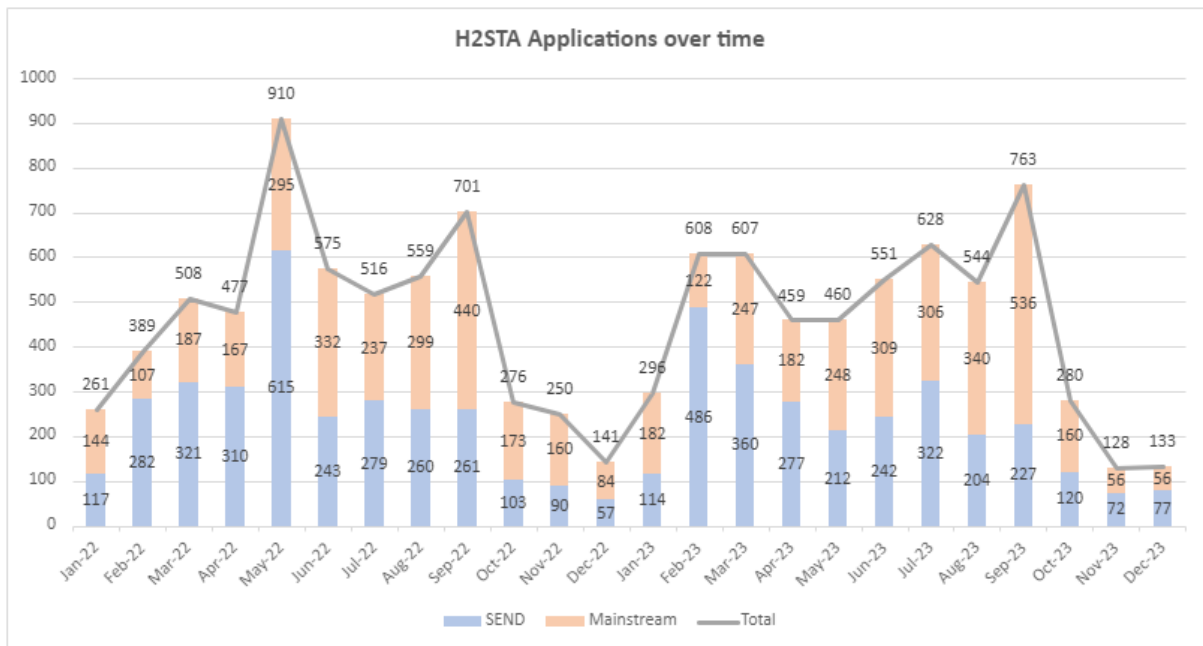


Figure 2 - Home to School Applications over time 2022 - 2023

- Complaints** - We have been dealing with complaints at an Early Resolution/Enquiry Stage - communicating and updating parents/MPs/Councillors earlier so avoiding the need to escalate to a formal Stage 1 complaint.

There has a significant decrease in the number of all types of complaints during Sept 2023 compared to the same period last year (200 received in Sept 22 and 71 in Sept 23). Most of the complaints in Sept 23 were regarding communication and the delay in communicating Transport Arrangements. Out of the 71 complaints received 36 were dealt with as Enquires, 12 as Stage 1 Complaints, and 23 as Early Resolutions. A large proportion of these had been dealt with by the Delivery Team by the time they were recorded and sent to the Complaints Team via the formal complaints process.

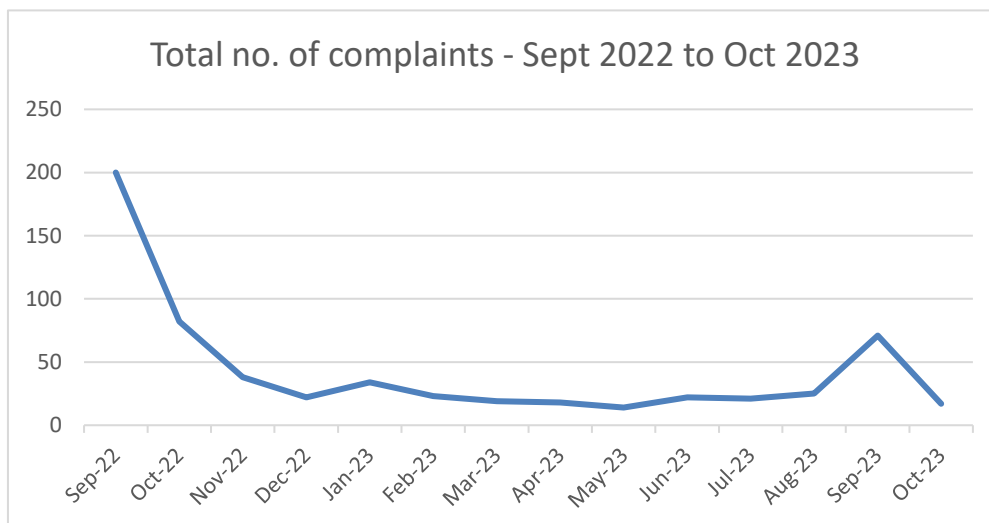


Figure 3 – Complaint Numbers Sept 2022-Oct 2023

The last Quarterly Report (April-June 2023) compiled by the Customer Relations Manager shows the reduced number of Stage 1 complaints, with 100% being responded to within timescale.

The draft Quarterly Report (July-Sept 23) compiled by the Customer Relations Team shows 100% of Stage 1 complaints being responded to within timescale. 65% were upheld/partially upheld.

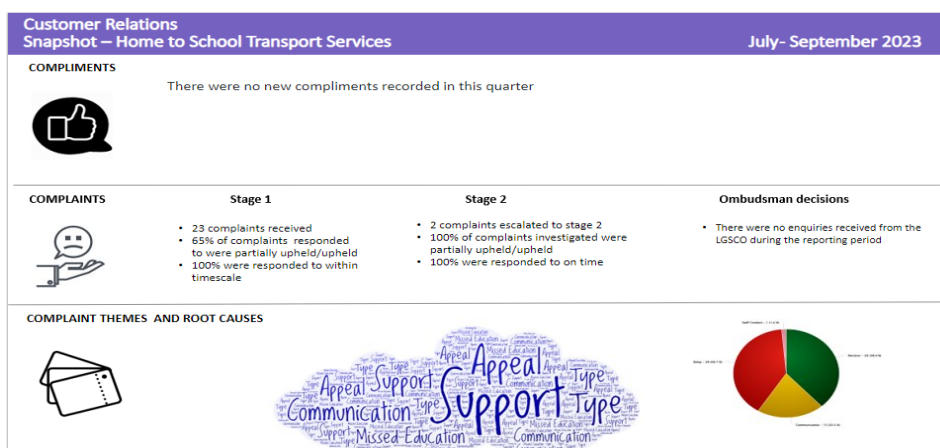


Figure 4 - Customer Relations Performance Snapshot July - Sept 2023

12. **Appeals** - Improvements have been made in both the Stage 1 and Stage 2 Appeal process.

We have seen an increase in the amount of Stage 1 appeals received in Quarter 2 of this year (July - Sept 23) in comparison to last year. A total of 380 appeals were received in this period, with 99% being responded to within

timescale. Even though there has been increase in appeal volumes, timeliness has much improved since last year. This is as a result of the implementation of a dedicated Appeals team. We believe the increase in appeals is due to a more stringent application assessment process. For context 62% of appeals were 'Declined', therefore found in favour of the Local Authority.

During Quarter 2 (July – Sept 23) 100% of Stage 2 Appeals were held within timescale. 21 were heard in total, with 76% 'Refused', therefore found in favour of the Local Authority. We have focused on using the learnings and precedents set from previous panel outcomes to improve the consistency in our decision making. This has led to a reduction in the amount of cases being taken to Stage 2, as well as an increased success rate in the cases that have been brought to Panel. For comparison during Quarter 2 (July – Sept 22) 22% of the cases heard at panel were 'Refused'.

The Stage 2 Panel process has been much improved; SharePoint is being used by all member/officers and the appeals team to share information and Microsoft forms have been introduced to canvas dates in advance.

We have focused on training and communication with elected members. Our Training documents have been refreshed and a series of drop-in sessions were held for members to ask any questions and provide any feedback. Slido questionnaires are being shared at the end of panels for further feedback, as we are aware that we need to continue to make improvements to the Appeal process.

The team has been successful in Safety of Route appeals, where Safety of Routes have been robustly risk assessed by Safer Travel colleagues and found safe under statutory guidelines.

We are currently working on increasing the pool of members and officers available to sit on Stage 2 Panels, to reduce the risk of panels being held outside timescale.

13. **Delivery** - 99.3% (8956 pupils) of under-16 transport was in place for the start of term. The remainder were complex cases where specialist medical intervention was needed delaying the setting up of transport or where the team was awaiting information from SEN service or there were unexpected operational circumstances which required late changes.

All bus and train passes were sent out in readiness for the start of term. Completion of mainstream assessment, eligibility and delivery has been a particular success this year.

14. **Summary of Financial Position**

H2STA is projected at month 5 to be £2m overspent in 2023/24 despite the significant increase in budget. Month 5 monitoring also includes a reported risk of £1m for potential further pressures arising. Further pressure may well result from improved timeliness of tackling requests for transport and the impact coming from the EHCP recovery work against forecast projections. Rates have

increased significantly against historic trend profile, and if continue at current levels is likely to result in additional pressures being reported. Work to mitigate the pressures continues, with promoting ITA's and personal budgets as more cost-effective proposals. Work continues with providers to agree routes, rates, and service levels to drive effective pricing. Further work is being explored through the Freedom to Travel programme to identify opportunities to mitigate pressures.

The EHCP recovery work is tackling a backlog of circa 1300 EHCPs. The assumption being circa 25-30% of EHCPs result in transport requirements, this is expected to result in an increase of 350 pupils requiring transport across both 2023/24 and 2024/25. The MTFs for 2024/25 has growth of £1.9m factored in relating to this growth.

The H2STA budget has been under significant pressure over the last 5 years (excl 2020/21 where school closures led to an underspend). SEND pupils currently account for 85% of all spend in 23/24, up from 81% in 2019/20. H2STA SEND spend has risen by 38% since 2019/20 due to increasing demand and unit cost (see table below).

- In 2021/22 pressures were predominantly due to increased SEND demand returning to the system following the pandemic.
- In 2022/23 pressures were a mix of unbudgeted SEND demand and rising inflation (including fuel prices).
- In 2023/24 pressures are continuing in demand, price inflation and distance, with vehicle costs much higher than anticipated and travelling 5% further than last year.
  - Vehicle demand is broadly in line with what was budgeted; however, acuity and complexity is on the rise.
  - Price rises are being driven by many factors, including a shortage of coach drivers, resulting in replacing coaches with multiple minibuses. Contract tenders, where providers are protecting themselves against future inflationary rises through higher-than-expected price rises in the current year, but also reflecting the requirement to deliver against the Green agenda, with costs for replenishing fleet vehicles being passed on to the authority.
  - The EHCP recovery plan will however bring forward an increased demand. The impact on 23/24 and beyond is being assessed with SEND colleagues.

*Note: the service will not know the full makeup of the new academic year (September 23) cohort until October 23. This is a crucial month where outturn position and impact on the MTFs will be known with more certainty.*

*NB. Traditionally we found November to be a stable financial month to appropriately project future spends however, owing to the SEND Recovery plan this will not be possible as we will see an increase in cases coming through the service.*

	2019/20 Actual £m	2021/22* Actual incl COVID £m	2022/23 Actual £m	2023/24 Projection £m
<b>Total Budget</b>	<b>39.8</b>	<b>41</b>	<b>39.7</b>	<b>54.3</b>
- H2STA Mainstream Spend	8.4	7.3	7.8	8.5
- H2STA SEND Spend	35.4	38.7	43.9	47.8
<b>Total Spend</b>	<b>43.8</b>	<b>46.0</b>	<b>51.7</b>	<b>56.3</b>
<b>Variance</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>2.0</b>

## SEND H2ST Demand Over Time

The graph below shows the changes in SEND demand over the last 3 financial years. Overall demand increases have been managed well through increases in ITAs. Reductions in solo arrangements can be clearly demonstrated overtime.

Demand levels can be volatile month by month, which is why averages have been used.

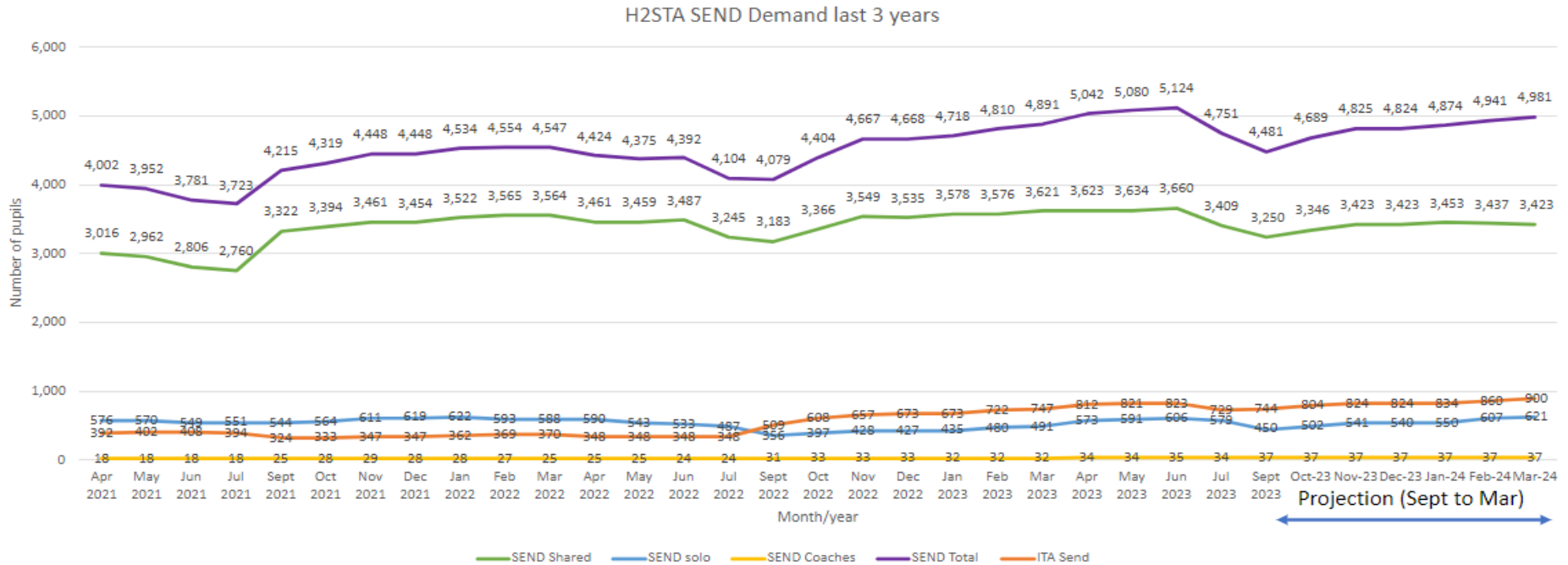


Figure 5 - SEND Demand over 3 year period



## Mainstream Demand

The graph below shows the changes in mainstream demand over the last 3 financial years. Overall demand increases have been managed well through increases in ITAs and season tickets. Reductions in solo arrangements can be clearly seen overtime.

Demand levels can be volatile month by month, which is why averages have been used.

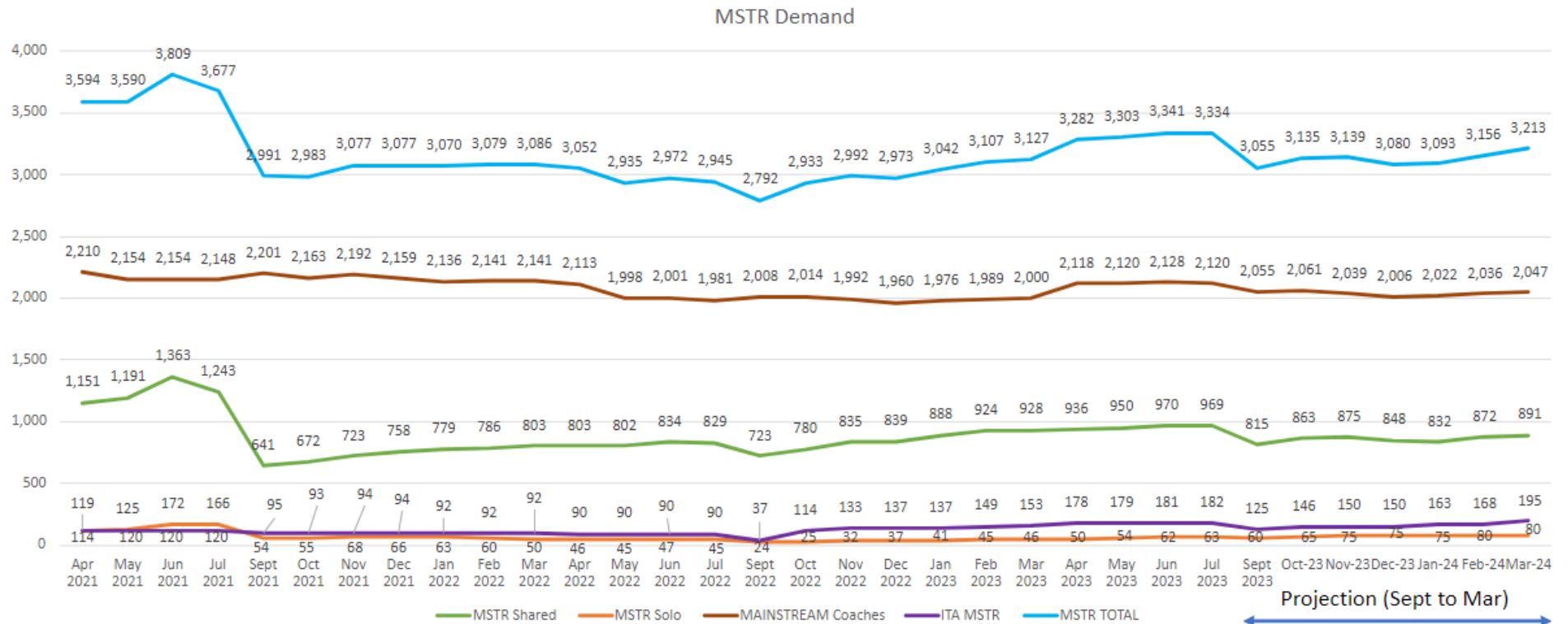


Figure 6 - Mainstream Demand over 3-year period

## Application and Delivery Timeliness

15. How many applicants who submitted their application for H2ST before July 31<sup>st</sup> were not informed of the transport allocation within 10 working days?  
 a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?

Notified Families	Total Nos of pupils (application received before 31/07/2023)	Breakdown of SEND Under 16	Breakdown of Mainstream under 16	SEND Post 16
10 days before start of term	<b>325</b>	269	56	0
5 days before start of term	<b>86</b>	67	19	
Start of term	<b>0</b>	0	0	2

Post 16 pupils are not advised until a week before, this is due to colleges' information only being available in some instances on the first day of term.

16. How many applicants who submitted their application for H2ST before 31<sup>st</sup> July did not have transport on the first day of school?  
 a) Can you please split this between mainstream and SEND pupils, and between under 16s and over 16s?

Please see table above in point 14.

*The 2 SEN pupils were due to medical or exceptional reasons; the family were informed on the challenges we faced finding an operators and an ITA/PTB put in place in the interim until a solution was found.*

As of the 3<sup>rd</sup> of September, we had 2 children awaiting transport details, who were starting back on 11<sup>th</sup> September; notification was given 5 days before term started.

One family were awaiting a medically trained PA provision which we have now commissioned.

The other family were notified the day after the start of term, the service was at fault owing to a wrong start date input into the system.

17. How many applications for H2ST have been received each month since 31<sup>st</sup> July? How long has it taken to inform these applicants of the transport allocation – categorised by within 10 days, within 20 days, within 30 days, etc.

<b>Total Nos of Applications Received</b>	<b>August Total</b>	<b>September Total</b>	<b>October @ 31/10/2023</b>
1,622	544	763	315

*Figure 7 - Total number of applications received August - October 23*

All of these have been within our SLA timescales of 30 working days from submission to transport arranged. We do not currently categorise between 10/20/30 days.

As part of our survey, we asked families about their experience of both the application and delivery process. Results were as follows:

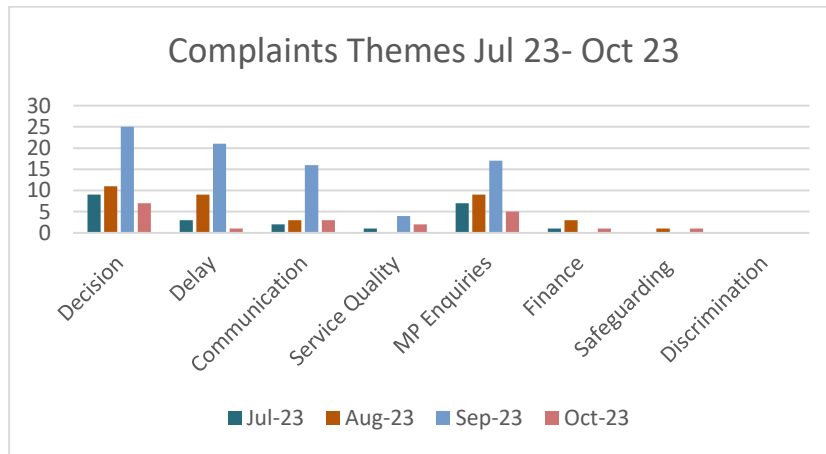
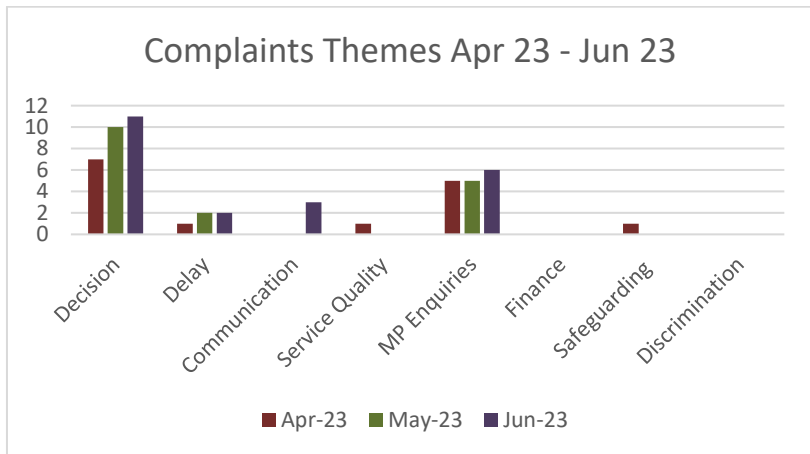
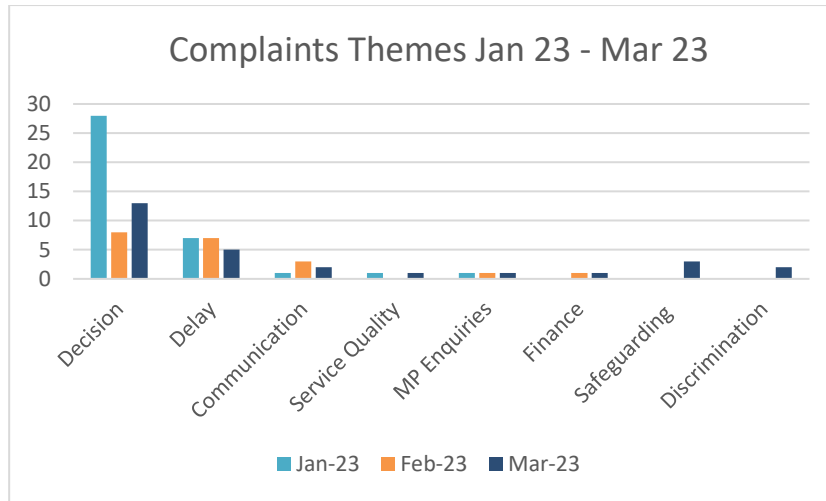
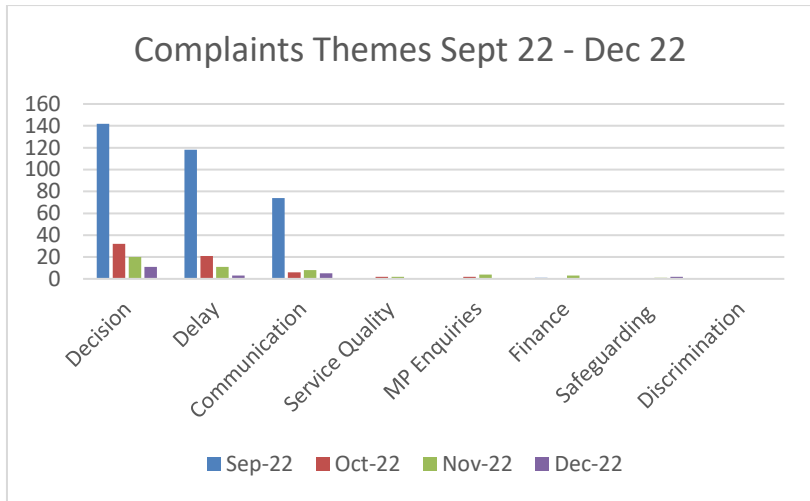
- 79% of families felt that they received notification of their application in good time.
- 51% of families felt that they received notification of their travel arrangements in good time.

### **Process Challenges and Development to take forward.**

18. What issues with the new process came to light over the peak period of July/August/September?

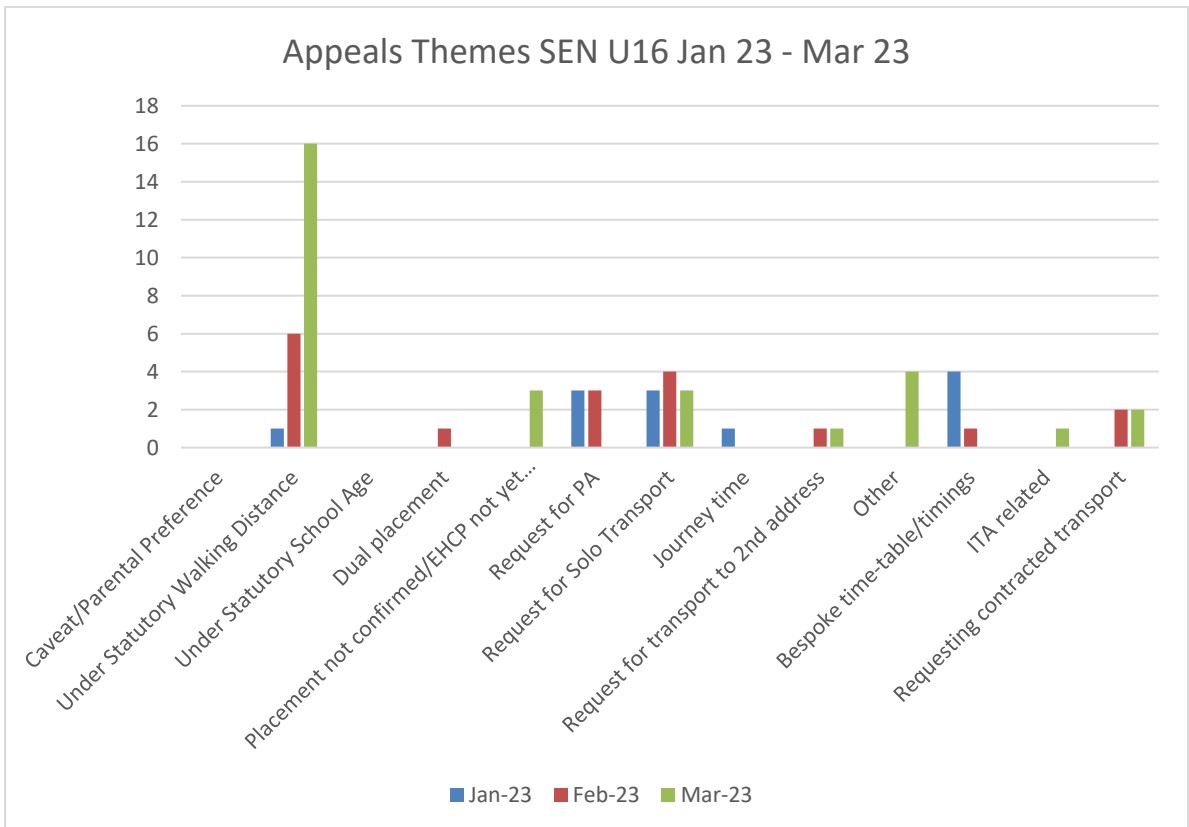
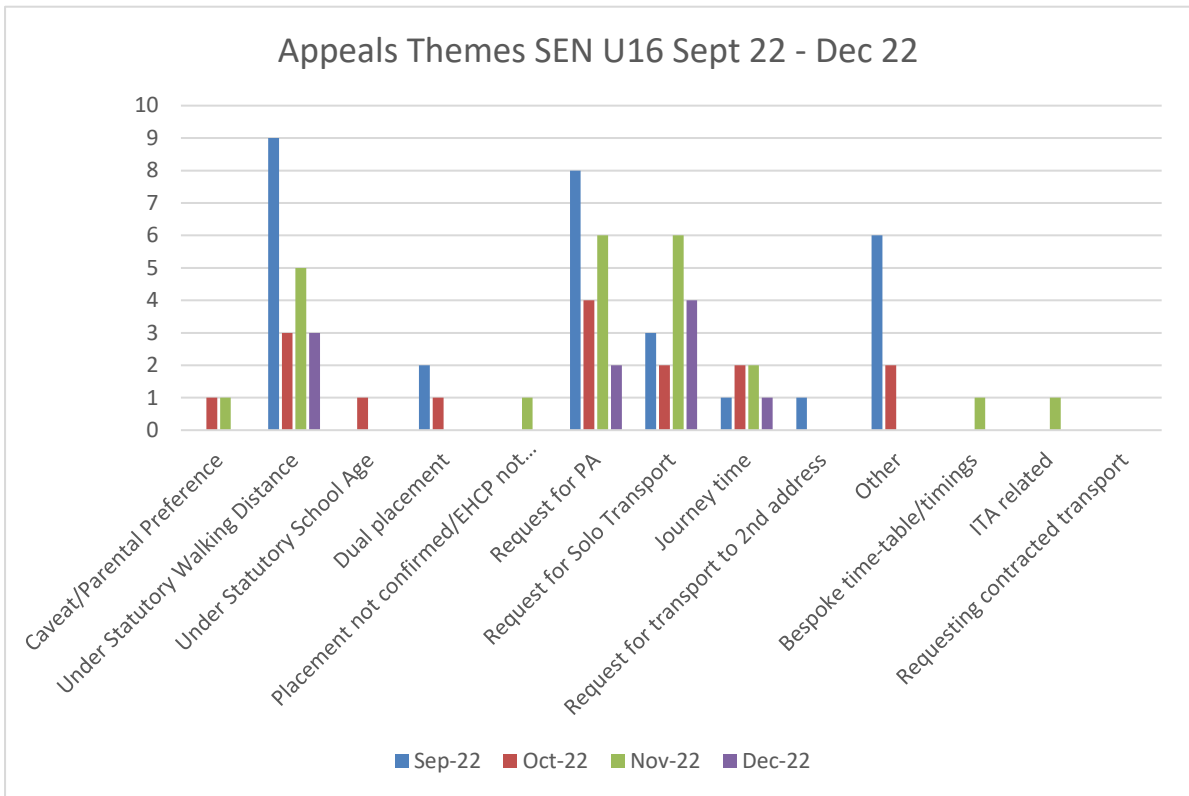
Complaint themes that came through in the summer peak period were predominantly around communication and timeliness of delivery. This was understood as a priority for the service and development in place to improve for the next academic year via a new more stringent communication strategy and developed automation through our systems, bringing the review times forward to ensure appropriate timeliness for delivery notification.

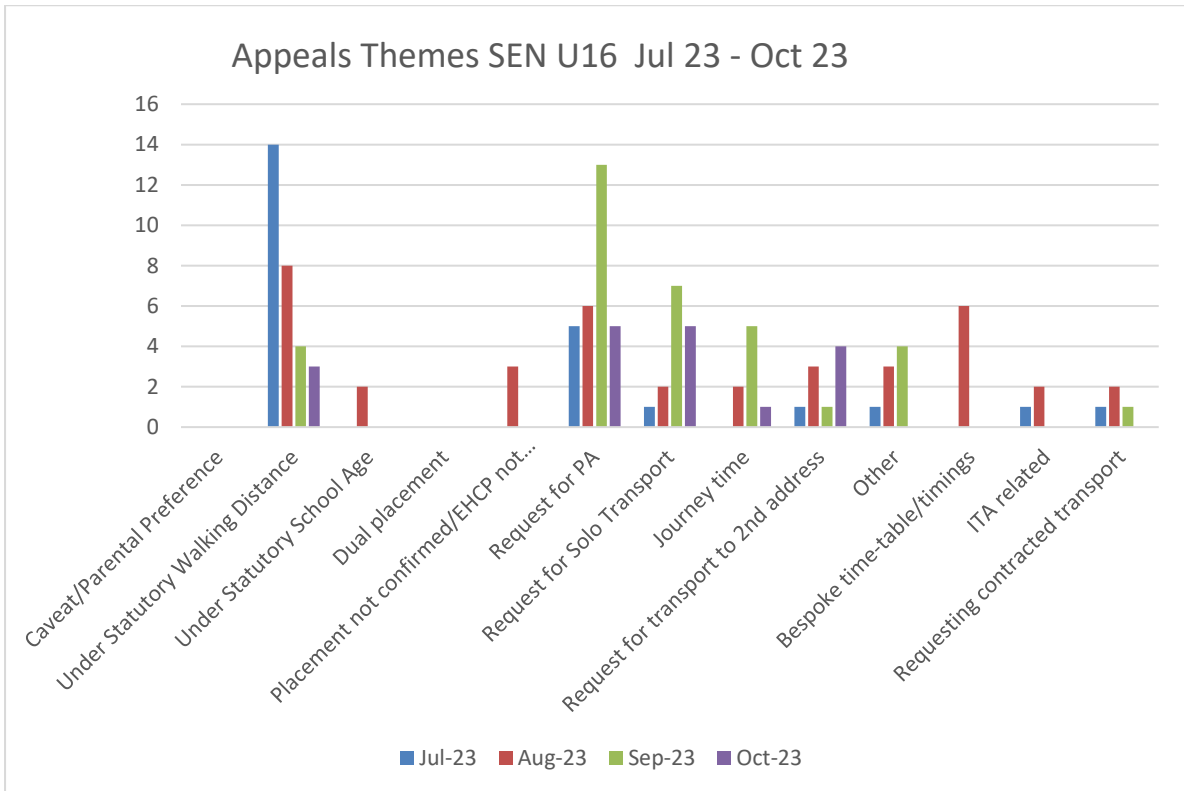
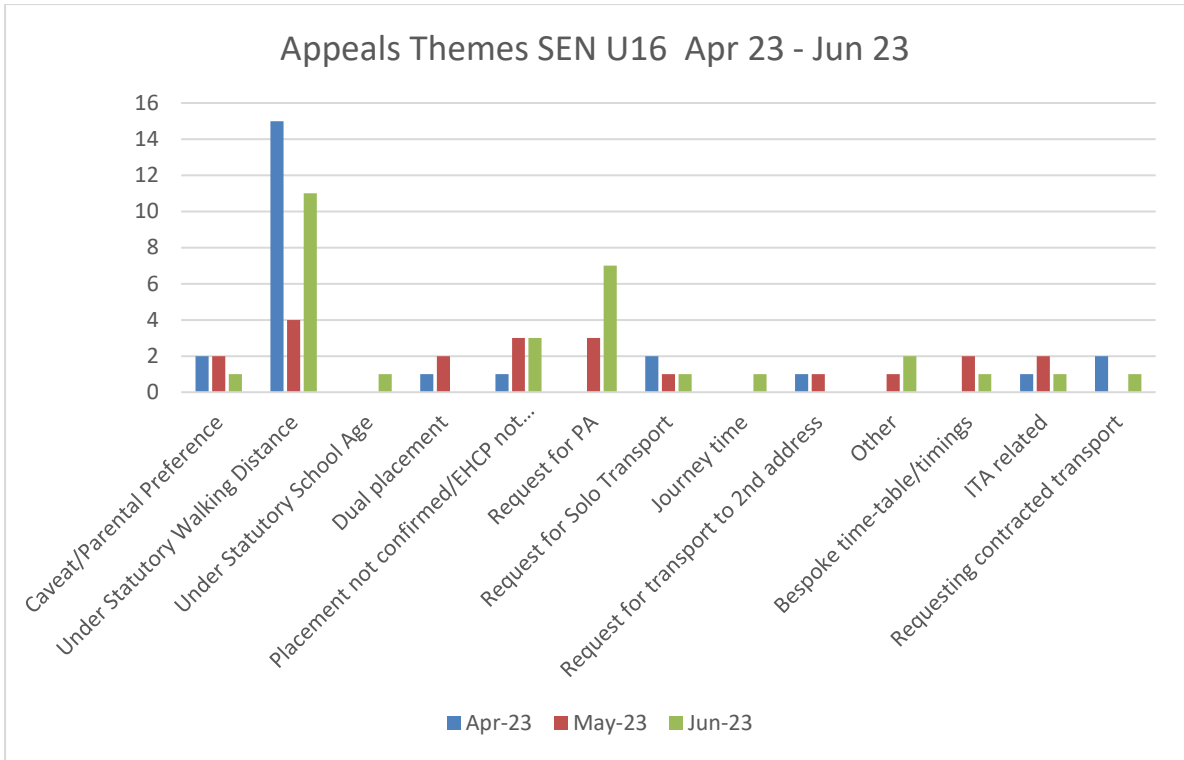
19. The graphs below give an indication of the themes of Complaints and Appeals, and the levels received over the last 12-month period.



Figures 8 - 11 – Quarterly Complaint Themes Sept 22 – Oct 2023

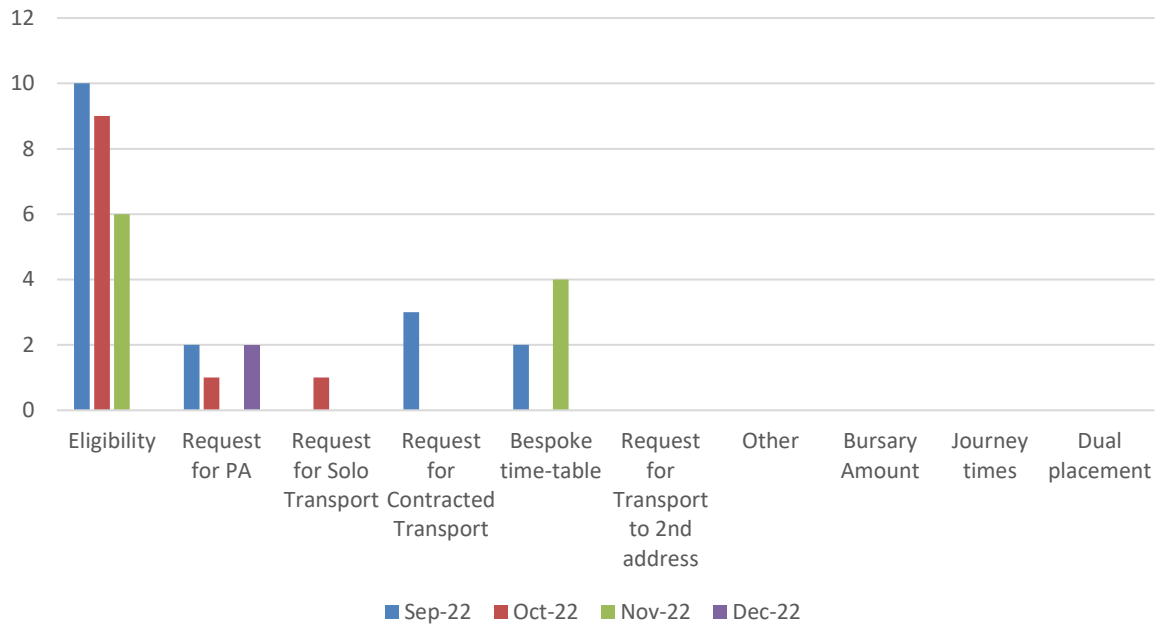
NB where a complaint has multiple themes, it has been counted more than once. The top cause for complaints from the families we support are Decisions, followed by Delays (including getting a Named School on EHCP), then Communication.



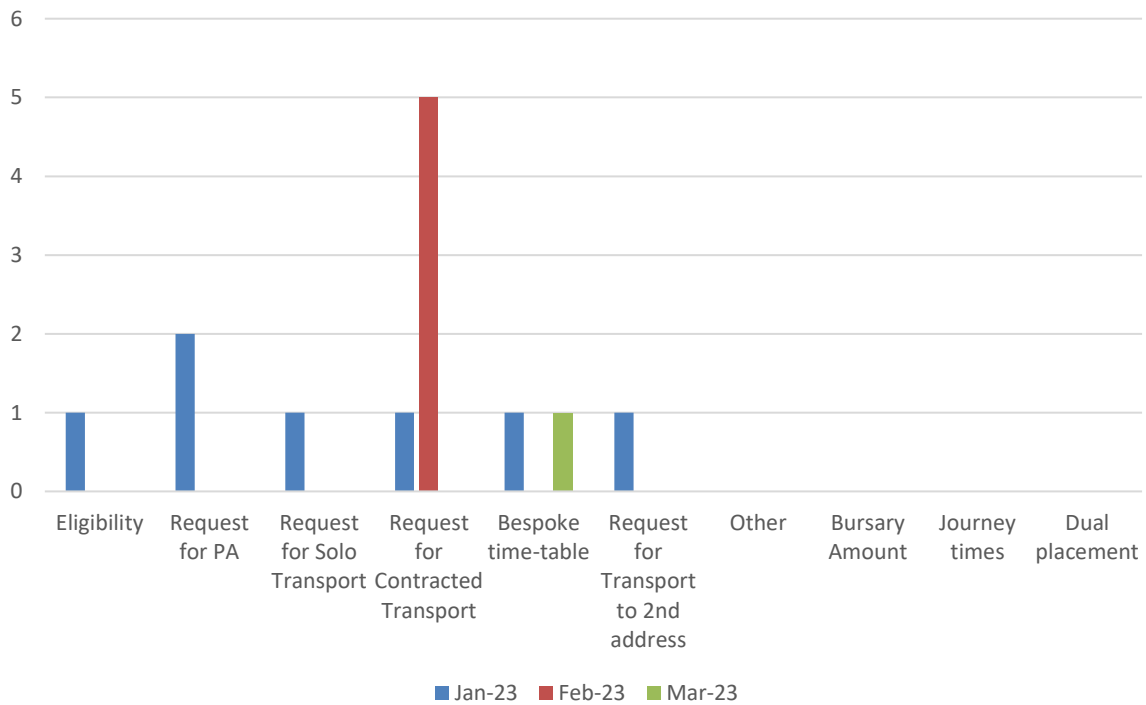


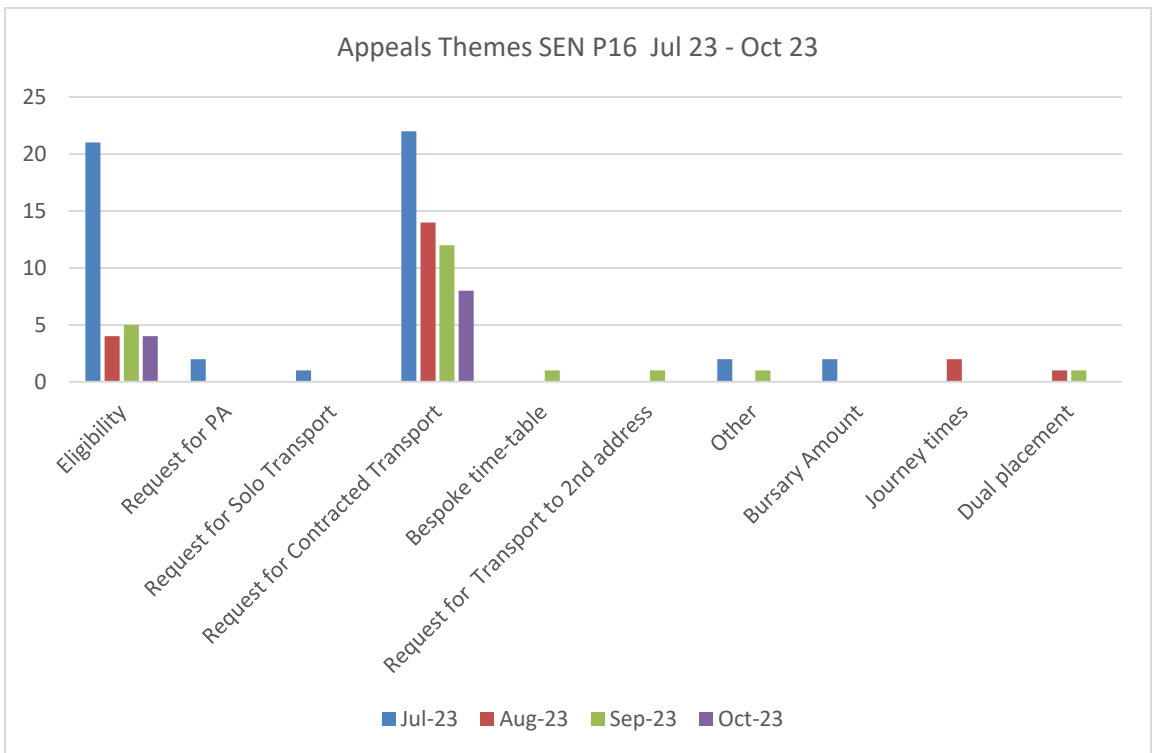
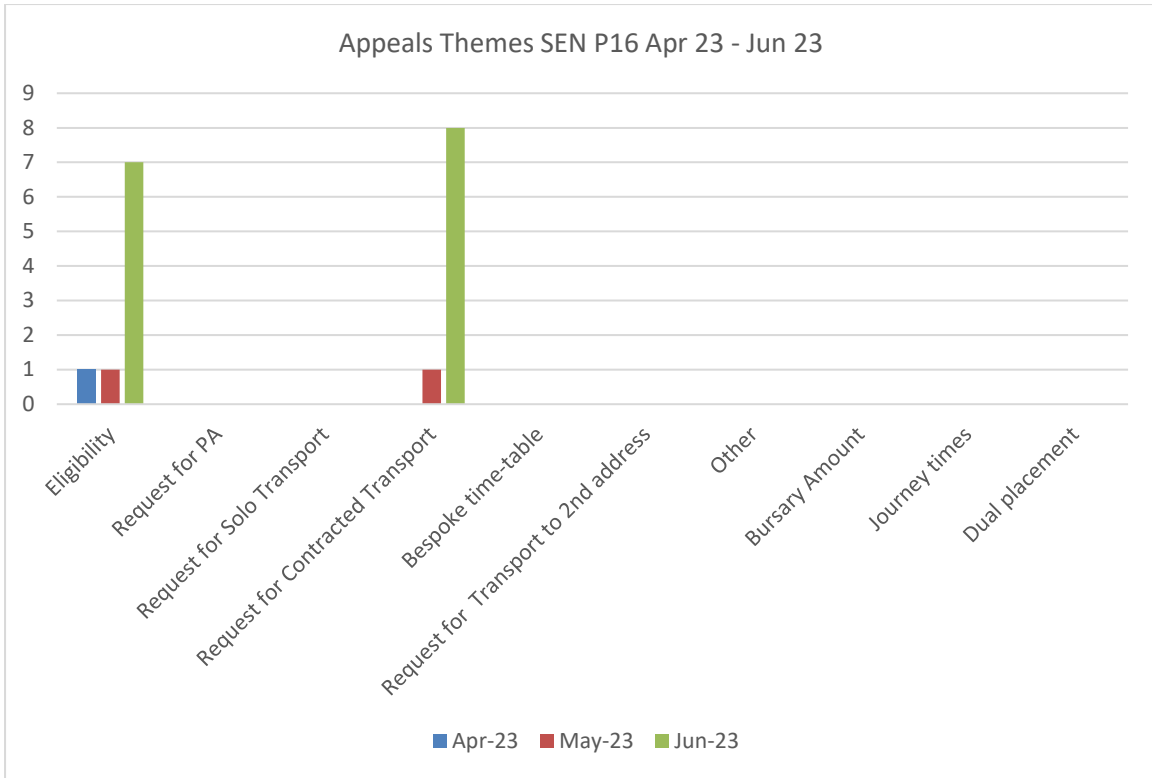
Figures 12-15 – Appeals Themes SEN Under 16 Sept 22 - Oct 23

Appeals Themes SEN P16 Sept 22 - Dec 22



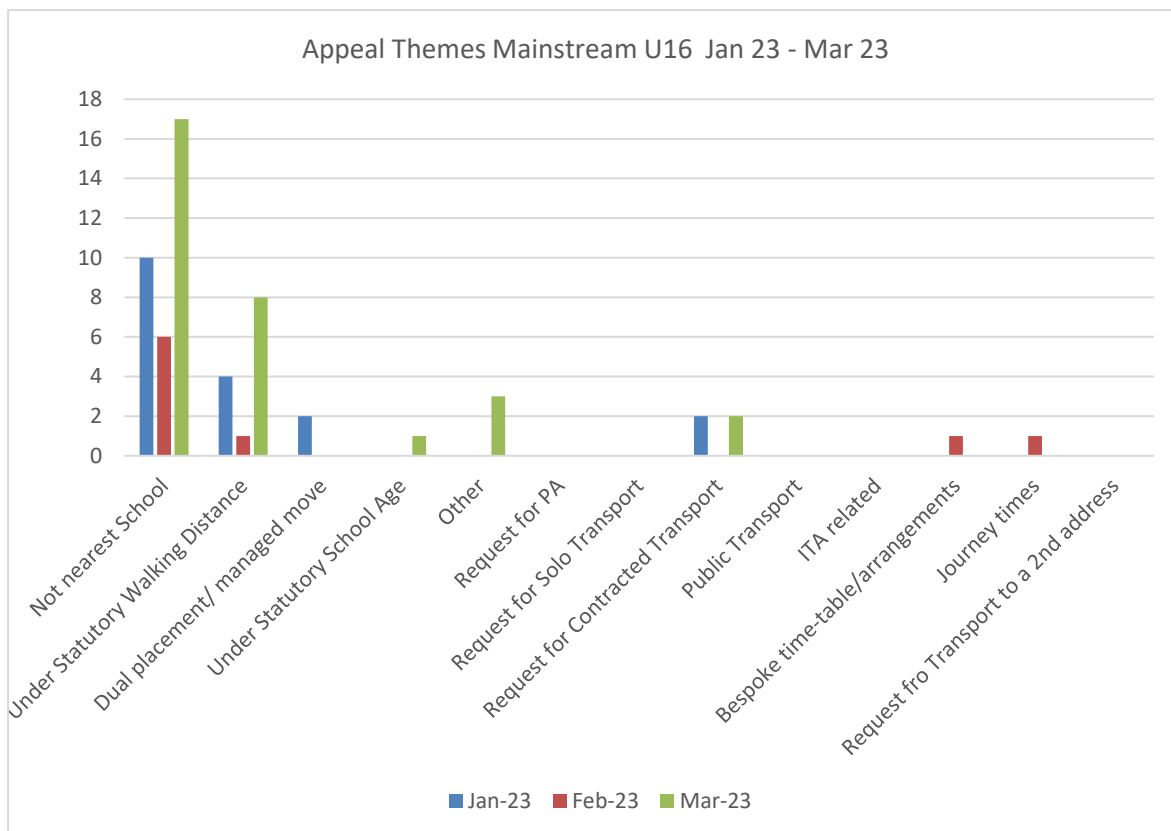
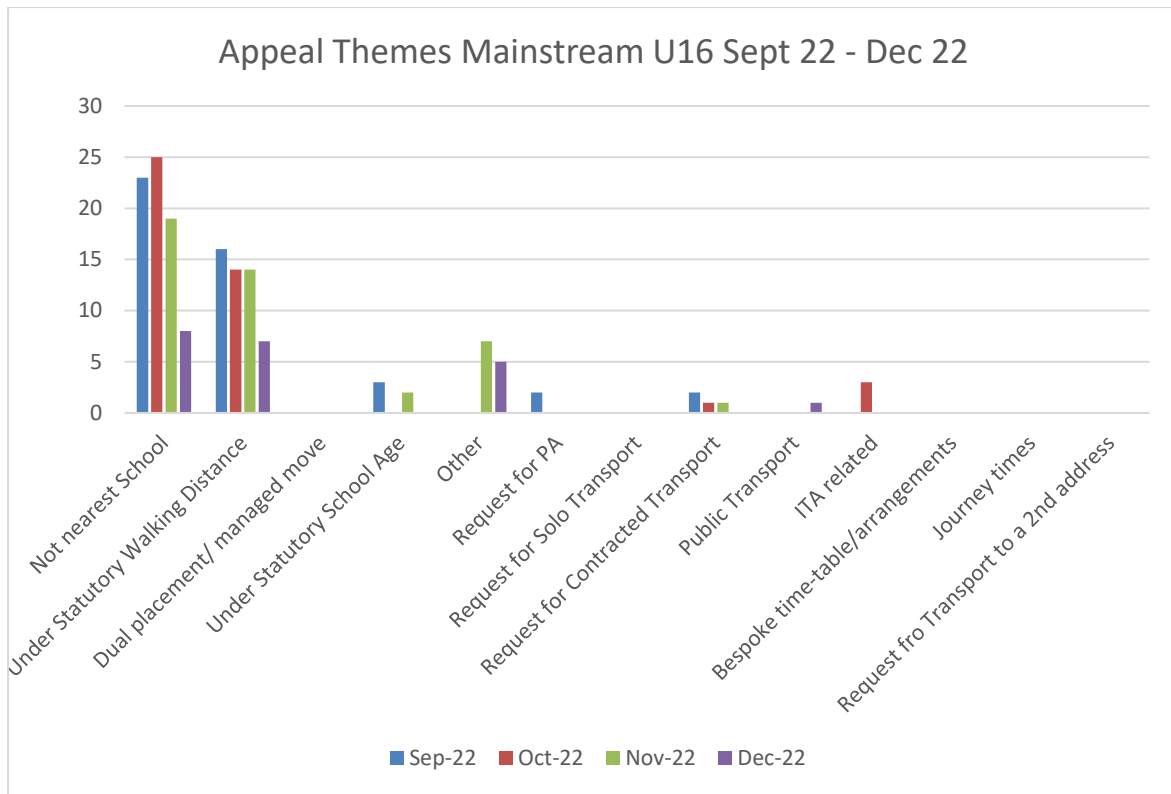
Appeals Themes SEN P16 Jan 23 - Mar 23

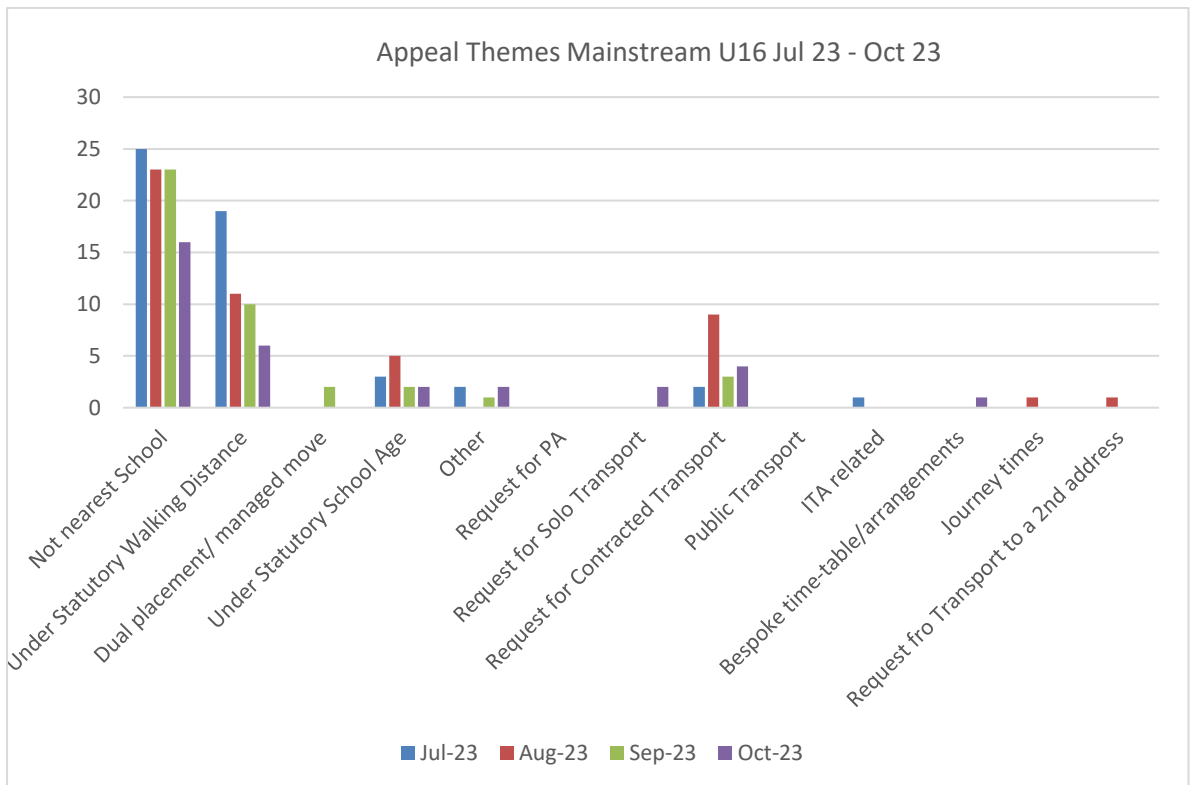
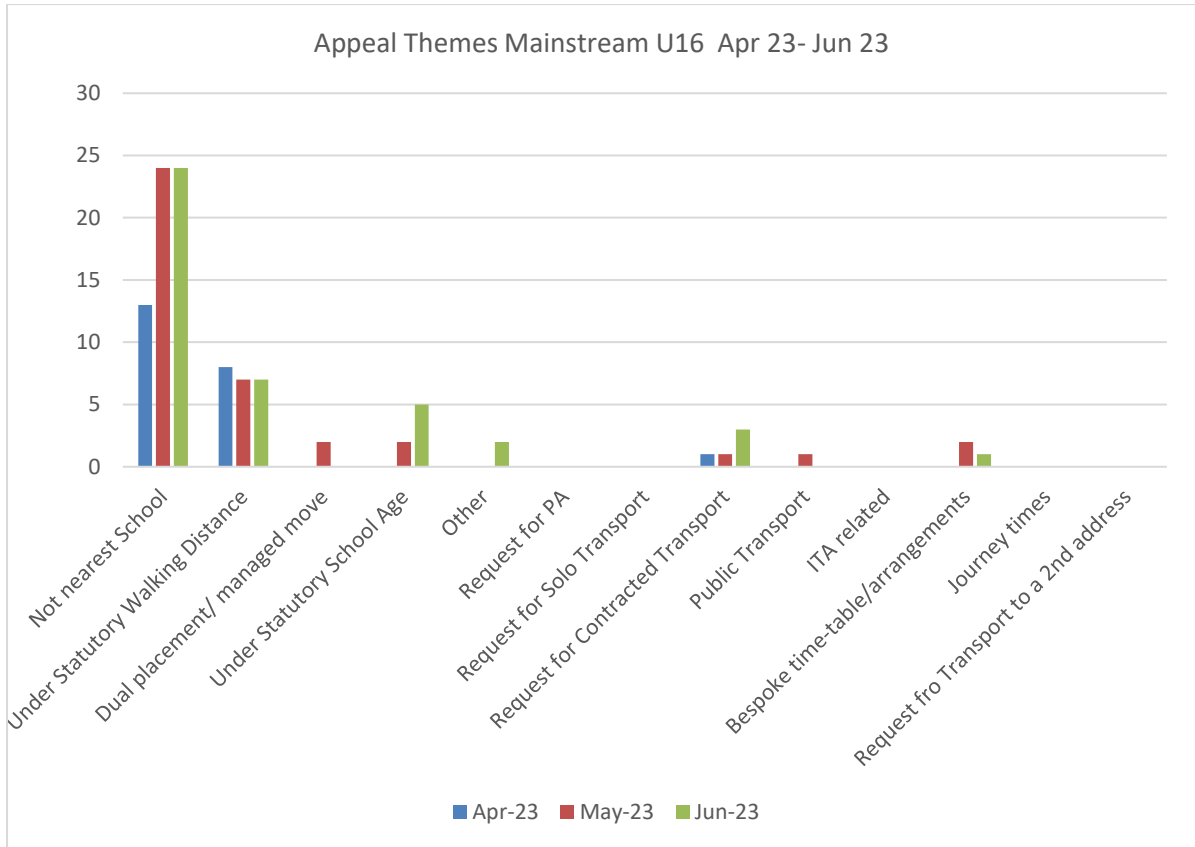




Figures 16-19 - SEN Post 16 Appeal Themes Sept 22 - Oct 23







Figures 20-23 - Mainstream Under 16 Appeals Themes Sept 22 - Oct 23

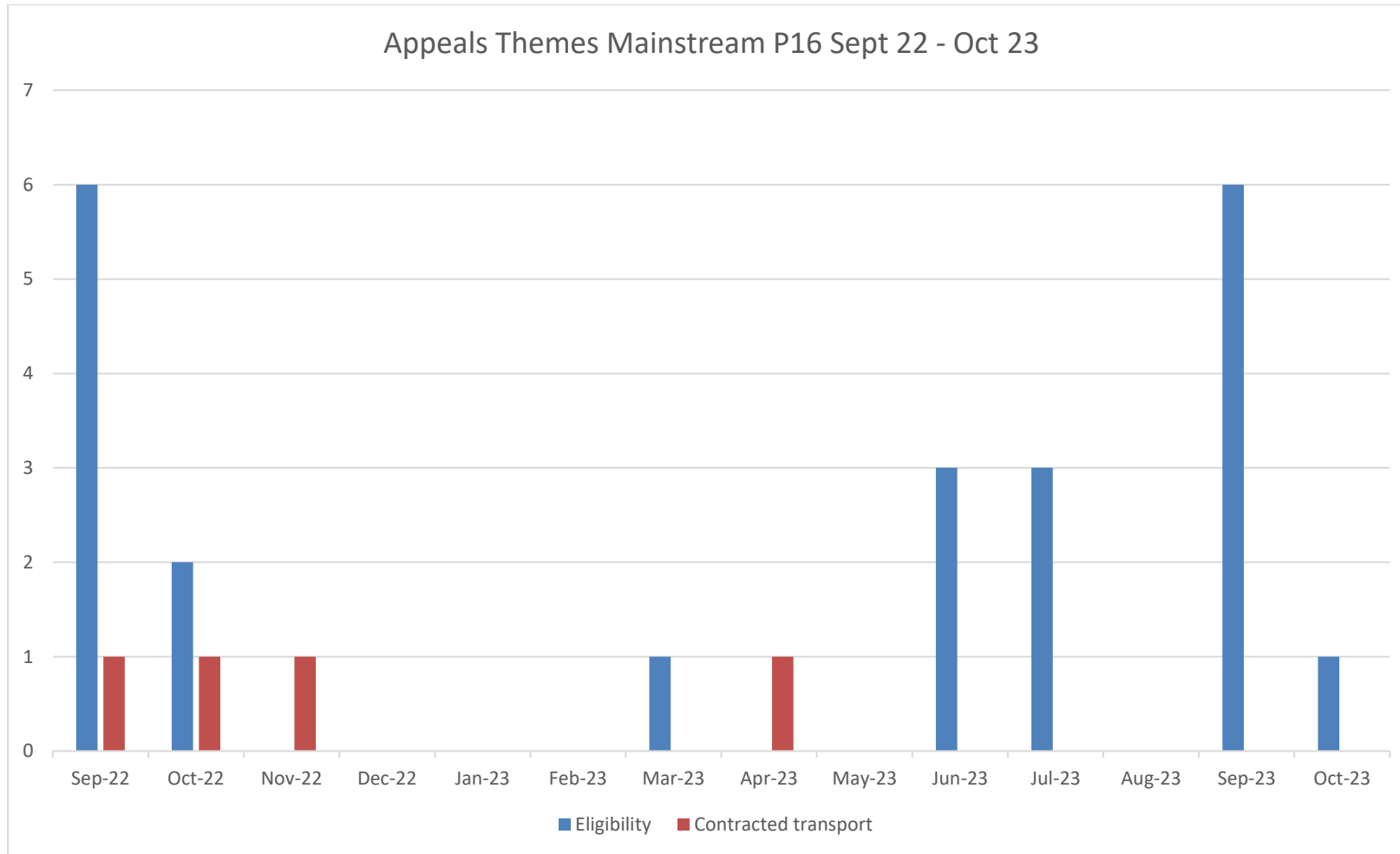


Figure 24 - Mainstream Post 16 Appeal Themes Sept 22 - Oct 23

20. What are the learnings and what changes are planned in the light of these learnings?

Whilst we continue with our programme of works the service also undertook a full learning review post the academic peak in 2023 to identify the successes and challenges the service face. These can be categorised into the following 4 categories, there will be no significant changes to processes or procedures as a result of the latest learning review, but some will be further refined and improved and will be added to our programme of works:

- Communication
- Timeliness
- Efficiencies
- System Development

These areas are detailed more fully below.

The survey highlighted a requirement to review our communication to families regarding their travel arrangements during August, and in particular the weeks immediately leading up to the start of term. Whilst the service did write to families in June with an update on their application and timetable for determining travel arrangements, the service also acknowledges the need to further improve and provide more bespoke communication, so families are satisfied that they have all required information.

### **Service Successes**

21. Communication. Our development plan has involved the following aspects this year and has worked well to inform our families:

- Early communications to families to roll over existing arrangement where there were no school or key stages changes.
- Call backs offered from contact centre enquiries with a 24-hour turnaround.
- E-contact forms were the preferred method for families to contact the service with a 5-day turnaround for a response.
- Creation of E-contact forms for operators to raise any concerns regarding routes/safeguarding.
- Designated operator phone line that is open from 7.30am – 5.30pm to raise safeguarding concerns.
- New Appeals form launched to easily collate and monitor appeal applications.
- Early enquiry resolution before appeal or complaint was made.

- MS Teams Channels created with each area SEN Team and Contact team to increase 2-way communications within the organisation.
- Improved relationships with county councillors updating beforehand of new initiatives as well as dealing quickly with enquiries.
- Website redesign to enhance customer experience and simplify content. Full analysis of the reading age of the web pages and reviewed to make simpler. Up to date service progress included as well as easier navigation.
- Family Voice collaboration with the Parent Guide for ease of navigating the policy and processes.
- Regular dialog with Family Voice and over summer peak periods we held regular meetings to discuss cases and give clarity to families.
- Weekly call with Family Voice to discuss individual cases and move them forward positively.
- Daily performance meetings were held within the service to highlight priorities and challenges and move resource to cope with peaks of activity.
- Working in collaboration with SEN and the Recovery Plan initiatives.

## Survey findings

We asked families for their experience of contacting the SSTAT this year. 72% found the experience either excellent, good, or satisfactory.

We also asked families for their experience of navigating the website and finding information. Around 60% of families found the experience either good or excellent.

22. **Timeliness** is acutely important; work was undertaken to undertake tasks earlier this year to flatten out the peak volume of work over the year.

- Undertook bulk assessment of mainstream students quickly and ahead of schedule allowing us to finalise mainstream transport much earlier than previous years.
- Obtained applications before the 31 July cut off, by prompting families to apply.
- Started the school review early this year (1 May).
- All college transport was in place before the start of term – this is the earliest we have ever completed this work owing to college timetables often only being available on the first day of term.
- Appeals and complaints were all dealt with on-time.
- 96% of applications were all within timescales since 1 March 2023.

23. **Efficiencies**

Whilst we work to ensure that we fulfil our statutory obligations we also look to provide arrangements in the most cost-effective way possible; this efficiency work included:

- Optimised routes at the start of the academic year to ensure that we are providing the most cost-effective routes within statutory journey times.

- Piloted Personal Travel Budgets (PTBs) for the first time this year with 18 families taking this forward with a saving of around £450k.
- Offered Independent Travel Allowances (ITAs) to parents where we were operating solo routes (an offer only not mandatory).
- A commissioned service for Medical PA withdrew from a contract (due to market scarcity for medical PA employees) however, we offered families PTBs and commissioned a pilot Acute Ambulance style transport service.
- Building on our post-16 efficiencies of £4 million between 2021-22 and 2022-23, we continued our ongoing review of how we deliver discretionary post-16 (aged 16-25) travel assistance, including wider expansion of the post-16 travel allowance (which now accounts for 19% of the cohort accessing assistance) and a review of post-16 solo routes.

#### 24. **System Development**

Over the last 12 months the service has made significant progress with regard its legacy system enhancements, these include:

- Automation of application forms onto our Mobisoft system, reducing the need for manual input.
- Automation of letters to families, operators and schools outlining new transport arrangements.
- An improved application form for easier completion.
- New BACS form to submit details quickly and effectively for payment of ITAs.
- Tableau data available to interrogate specific information quickly.
- Work more collaboratively with the SEN teams on placement decisions to influence the journey times. We are developing a basic calculator to enable worst case scenario travel costs; this will not influence placement decisions, however, will be useful to see the holistic costs of a placement which will add value to any Tribunal requests.
- Introduction of a SharePoint site for members to access Stage Two travel assistance appeal papers.
- Replacement of the hard copy questionnaire with a digital version for families to complete when submitting an application for travel assistance.

### **Service Challenges & Development Areas**

25. Communication Improvements - building on the work already undertaken, the service has identified further enhancement that will improve the customer journey to include:

- More communication with families at pertinent intervals of the academic timetable. If a family has applied in March, they will need to be clearly updated on the progress of their transport and when they will hear the outcome. This is currently undertaken when the application is assessed but there is then a gap between this and when transport is put in place.

- Specific guidance and collaboration needed with our Alternative Learning Provision (ALP) – the service need to collaborate with the ALPs to set expectations and provide support. This was challenging this academic year with many young people not being eligible due to policy, however, the nature of these pupils means that if they are not given assistance, they may not attend their provision. We currently transport 199 young people in this category on 125 routes owing to their bespoke timetables.
- Continue with our good working relationship with Family Voice. During August and September, the service has met with Family Voice each week to discuss cases and give families reassurance, this has worked extremely well this year and both sides want this to continue.
- Ensuring that we tell parents their provision at least 10 days before the start of term to allow time to plan. This was a significant issue for the service this year, we had informed 95% of parents before the start of term however, Family Voice sent out a Facebook Poll which invigorated all parents, even those that had applied after 31 July which created a significant number of enquiries the service had to deal with. The effect of this was ultimately to reduce the service's ability to update parents on travel arrangements in the timescale hoped for.
- Be clearer with families to address parental expectations. The service receives a significant number of enquiries or requests from parents, some of which may be challenging to address. By being more communicative and setting clear service guidelines we will ensure more collaboration, especially around operational standards, and expectations. We wish to create an operating guide so that families can understand what they can expect from the service and operators.
- Monthly updates to schools via the bulletin service and where appropriate to meet with schools. Some schools had not updated the service with their timetables changes and start dates, this impacted on the service with the delivery of transport for students on the correct day. Next year the service will be more proactive to ensure it obtains the correct term dates from schools and which should eliminate the need to research individual school websites. Schools also change timetables or school day end times to fit their own logistical arrangement, however, are not aware that they need to update the service - by building more collaborative working we are hopeful that we will be told in good time to make any transport adjustments.
- Work more collaboratively with the SEN teams on placement decisions to influence the journey times. We are developing a basic calculator to enable worst case scenario travel costs; this will not influence placement decisions, however, will be useful to see the holistic costs of a placement which will add value in any Tribunal request.
- Continue with the regular dialog on the SEN Recovery plan with senior leaders to understand the throughput of EHCP and impact on the service.

## **26. Timeliness Improvements**

- Analysing applications received after 31 July to see whether we can pull them back to earlier in the year, further flattening the peak workloads.
- Ensure that for the start of the next academic year, all families are notified no later than 10 days prior to the start of term. This will mean that the school reviews may need to end earlier, and the service may need to move resource to accommodate.
- Review of journey times in line with our statutory obligations. Although our route planning software does give us an indication of route times it will not take into consideration traffic, pick up times and delays due to road works. The service will run a report of these routes that may extend statutory timeframes and discuss with operators the actual journey time of routes.

## **27. Efficiencies Improvements**

Areas the service will improve for the next academic year include:

- Re-optimising routes in January 2024 to try to produce more efficiencies of high-cost cases.
- Continue to market PTBs and ITAs as a flexible means of travel support for families.
- Reviewing routes into school that were historically named as 'unsafe' and are offering travel assistance – by using permitted rights of way the service is able to open further networks of travel and work with the Safer Travel Team to risk-assess. By undertaking this extensive process to ensure young people are safe we can provide alternative safe travel networks and move to consult with families and schools to withdraw transport as they are no longer eligible.
- Where allowances are paid, review non-attendance statistics and offer ITAs for the number of days actually travelled.

## **28. System Development Improvements**

- Following survey feedback and in conjunction with our already planned improvement work the service is developing the on-line application form and undergoing rigorous testing to ascertain whether we can automatically assess any cohort to make the assessment process faster.
- To support family assessment the service will develop a more sophisticated Eligibility checker.
- As reported at the June Select Committee the service is undertaking due diligence on alternative route planning systems and DPS systems to ascertain the market leaders and what they can improve on through partnership with Freedom to Travel Programme. This work has started.



**Conclusions:**

- 29. The SEN Recovery Plan will inevitably impact the service who will keep a weekly watching brief on performance data and reallocate resource as and when we see this work reflecting in increased application volumes.
- 30. Whilst the service is still on a development pathway, it should be noted that there has been a significant improvement in comparison to the last academic year.
- 31. The service is still undertaking its programme of works that included last year’s learning review, audit recommendations and committee recommendations and we are pleased to have completed 89 recommendations and actions.
- 32. There are currently workstreams on hold, and this is to reflect the work Freedom to Travel are currently undertaking around our commissioning model.
- 33. There was a high amount of overlap between the recommendations, but we have kept them separate for reporting purposes. Progress against these specific recommendations is shown below.

Recommendations Progress	Learning Review	Internal Audit	Family Voice	CFLL Recommendations
<b>Total Recommendations/Actions</b>	<b>50</b>	<b>24</b>	<b>19</b>	<b>14</b>
Number completed	40	19	17	13
Number underway	8	5	2	1
Number yet to begin	2			

Figure 4 - Learning Review Recommendations Update

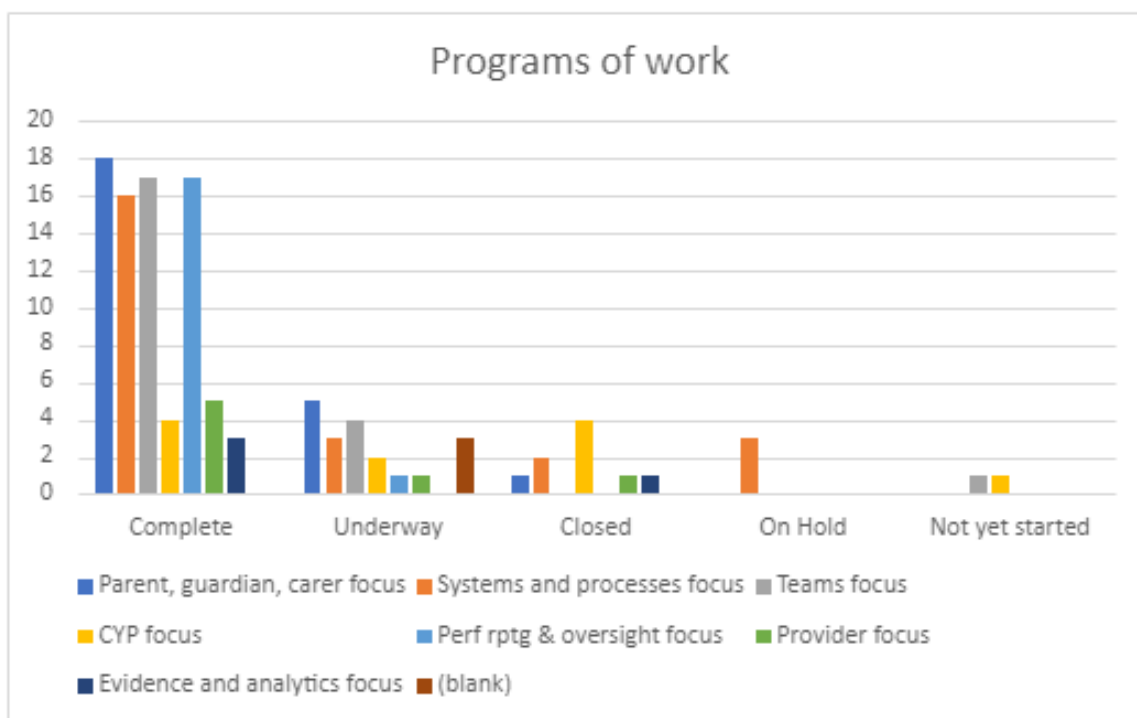


Figure 5 - Program of Works Update

## Recommendations:

- a) Last academic year the service was governed by a monthly oversight board lead by members.

It is suggested that there continues to be rigorous oversight from the new CFLL Governance Boards held monthly for the service to continue to demonstrate progress against policy and efficiencies against the MTFP.

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### Report contact

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### Sources/background papers

CFLL Select Committee Report – 12 June 2023

CFLL Select Committee Sub-Group Budget Deep Dive – October 2023

CFLL Customer Relations Performance Data

2209023 H2STA survey 2023 quick analysis

210923 H2STA survey raw analysis

ADCS & ADEPT – Home to School Transport Final Paper (Nov 2023)



ADCS &  
ADEPT\_Homes to Sch

## **Appendix 1**

Service KPI Information – please screen the info here and outline the process during the summer.

### **Brief History of KPI timescales**

The teams for assessment and transport delivery had been separate prior to January 2023. The timescales for the separate teams were as follows:

- The assessment team dealt solely with eligibility criteria for each request submitted. The timescale for completion of these within SLA was set at 20 working days.

- The delivery team on receipt of an eligible request would organise any necessary transport within 10 working days.

### **Current KPI timescales**

Since January 2023 the teams were amalgamated, and the internal service level agreement clarified the following:

- During term time, SSTAT will aim to have assessed in-year applications (those without a start date for the new academic year in September) within 20 days of receipt. The aim once an application has been assessed as eligible is for transport provision to be place within 10 working days (unless an extension is agreed in exceptional circumstances). Therefore, from submission of an eligible application to arranged transport should be no longer than 6 weeks.
- For applications received for the new academic year in September the assessment will be completed within 20 working days and the parent notified. However, the transport arrangement details will be sent out during April-August (this will enable the service to review every route, remove all school leavers, add school starters, and arrange transport to new provisions). For those applications received on or before 31<sup>st</sup> July the notification of arrangements will be made before the start of term in September.

We recently agreed with Family Voice that once travel assistance had been allocated by the Council, that families should receive a call from the provider 7 days prior to the start of the travel arrangements.

## HOME TO SCHOOL TRANSPORT

## KEY METRICS

Indicator	Measure	Oct 22	Aug 23	Sep 23	Oct 23	YoY Change	KPI / notes	
Service Delivery	<b>Number of children on transport (excluding recipients of ITA, Bursaries, etc.)</b>	6569	37	6647	6946	A +5.7%	The number of CYP on vehicles has increased by 5.7% since October 2022, with the proportion for ALP having increased from 2 to 3% YoY.  ALP/PRU transport has seen an increase of 48% from the same period last year, all of which are on taxis (51/201 on solo taxis).	
	SEND	3646 (56%)	30 (81%)	3548 (53%)	3804 (55%)	-1pp		
	Mainstream	2786 (42%)	6 (16%)	2912 (44%)	2943 (42%)	-		
	ALP / PRU	136 (2%)	1 (3%)	190 (3%)	201 (3%)	+1pp		
	<b>Mode of Transport</b>						The number of CYP on taxis has increased by 8% and the proportion of CYP on taxis has increased by 1 percentage point.	
	Coaches	2047 (31%)	0	2110 (32%)	2090 (30%)	-1pp		
	Taxi	4553 (69%)	29 (100%)	4546 (68%)	4909 (70%)	+1pp		
		Of which: Shared Transport (Taxi)	4146 (91%)	16 (55%)	3991 (88%)	4312 (88%)	-3pp	The proportion of CYP on solo transport taxis has remained the same as last month, but has increased by 3.5 percentage points from the same period last year. In part this is due to the increase in Post 16 arrangements and various colleges involved, and in part 57 establishments not previously served with transport, 48 of which have only 1 CYP attending. The team will look to <u>optimise</u> this over the coming weeks.
		Of which: Solo Transport (Taxi)	422 (9%)	13 (45%)	569 (12.5%)	616 (12.5%)	A +3.5pp	
		<b>Post-16 on taxis</b> Target: -10% from last year	452	21	517	547	R +21%	There's been a 21% increase in CYP aged +16 on taxis compared to same time last year. The team have a plan to review Post 16 with a view to reducing the numbers in this cohort.
	<b>Ratio of pupils on solo routes vs. those that have a solo route needs assessment</b> Target: -5% from last year	7.3 (58/422)	6.5 (13/2)	8 (569/71)	7.8 (79/616)	A N/A	The rate of pupils on solo routes without a needs assessment is high YoY, and the total number on solo routes has also increased by 46% from Oct 22.	
	<b>Avg number of pupils per taxi route</b>	3	1.5	2.8	2.8	A N/A	In 2022, the average number of pupils per taxi route was 3.1 and 3 in Sep and Oct respectively,	
	<b>Number of CYP on financial support (as of 8/11)</b>		15	2921	3024	-	The bursary figure for September 23 has been updated in retrospect.  2 new temp ITA were paid in October 23. These are not included in the total number of ITAs as they are reported separately.	
	ITA	722	11	967	1000	-		
	<i>Bursaries (included in ITA total)</i>		5	109	107	-		
	Temporary ITA		4	3	2	-		
	Education Season Ticket (U-16)		0	1951	2022	-		
ITT	<b>Number of Independent Travel Training Completed</b>		1	14	0	-		

## HOME TO SCHOOL TRANSPORT

## KEY METRICS

Indicator	Measure	Oct 22	Aug 23	Sep 23	Oct 23	RAG (target)	KPI / notes
Applications	Number of new applications received	276	544	763	315		Demand volumes have decreased by 59% compared with September, but show an increase of 14% when compared to October 2022. Total volumes for the rolling year November 22 to October 23 were 1% higher YoY.
	% of eligible applications Target: 75% of completed applications to be eligible	59% (502)	71% (384)	63% (538)	54% (248)	A	The absolute number of eligible applications coming through compared to last year has increased by 14.5% (3,618 to 4,143). Eligible applications dropped to 54% this month, but this is consistent with Oct21 and Oct22.
	% of applications processed in time Target: 95% within 20 working days	42% (330)	93% (448)	92% (731)	89% (370)	A	Although timeliness falls short of the 95% target for October, 89% is a significant improvement on the 42% in the same period last year. There is a high proportion of applications where the team are waiting for further information regarding establishment, income or medical status. As at 8/11, 13 of 21 late applications are overdue for these reasons.
	Applications awaiting transport for over 10 working days Target: >50 any time, >10 for over 10 working days	N/A	17	0	0	G	As at 07/11, there were 12 CYP awaiting transport to be arranged (2 of whom were vulnerable). None had been waiting for more than 10 days.
	Number of vulnerable children (i.e., who has a social worker assigned) awaiting transport for more than 10 days Target: 0	N/A	0 0/237	0 0/0	0 0/2	G	
Complaints	Complaints active in the month Including ER, Stage 1, Stage 2 and LGSCO Enquiries	88	17	46	14		Compared with the same period last year there is an 84% decrease in active complaints.
	Early resolutions on time (<40 working days) Target: >90%	75% (3/4)	0	91% (21/23)	100% (4/4)	G	
	Stage 1 responses completed on time (10 working days) Target: >90%	50% (3/6)	75% (3/4)	93% (13/14)	33% (1/3)	R	All complaints Aug-Oct were responded to within timescale by the Travel & Assessment Complaints Team. The reported overdue complaints were due to the responsibility for the final response sitting with another team, or response being sent within timescale but further queries being raised as a result of the response.
	Stage 2 responses completed on time (10 working days) Target: >90%	27.6% (16/58)	100% (1/1)	0	100% (2/2)	G	
	LGSCO Enquiries completed on time	75% (3/4)	0	100% (2/2)	100% (1/1)	G	

## HOME TO SCHOOL TRANSPORT

Indicator	Measure	Aug 23	Sep 23	Oct 23	RAG (target)	KPI / notes
Appeals	Stage 1 appeals completed in the month	118	106	164		
	Stage 1 appeals ongoing	128	147	65		
	Overdue (more than 20 working days) Target: 0%	0 (0%)	2 (1%)	0 (0%)	G	
	Stage 2 appeals completed in the month	4	0	15		
	Stage 2 appeals ongoing	17	15	0		As at 10/11, there is one Stage 2 to be heard – but this was not received until Nov, and due in Jan.
	Overdue (more than 40 working days) Target: 0%	0	0	3	R	3 overdue due to panel member cancelling on day of panel due to unforeseen circumstances. It was too short notice to find a replacement. The panel was reorganised as quickly as possible but these cases went outside of timescale.

## KEY METRICS

Indicator	Measure	Aug 23	Sep 23	Oct 23	KPI / notes
Potential upstream pressures	SEND Tribunals: number of active cases	375	365	375	At 8/11 (last 12 months)
	Number of EHCPs awaiting assessment (total)	1,922	1658	1584	This includes CYP in Phase 2 and 3
	Number of EHCPs overdue	1,229 (50%)	1109 (49.8%)	1075 (48.6%)	This is the number of EHCP under assessment for which the Stage 3 deadline has passed. <b>Note:</b> these EHCPs may still be at Stage 2 in the assessment process.
	SEND admissions - KST	112	106	2374	At 2/11 there were 2374 CYP awaiting KST for 2024 (67 have already been placed). Note a further 39 CYP are still awaiting KST for 2023, and 12 CYP for 2022.

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