

# Our Voice Forum

16<sup>h</sup> March 2018

Information in this presentation is accurate as at March 2018, but may subsequently change.



# Agenda

- The Transport Team
- What We Do
- Challenges
- What we did
- How we'll continue to improve

# The Transport Team

**Office Hours 0630 to 1700**

## **Office**

Service Manager – Chris Marsh

Operations Manager – Monica Tyson

2x Routing Officers

2x Admin Officers

Risk Assessment Officer

## **On The Road** (approximate numbers)

45 Drivers (Council and Agency)

120 Drivers (Contracted)

100 Passenger Assistants (Council and Agency)

70 Passenger Assistants (Contractor)

# What We Do

## Daily Transport

- 700 SEND children
- 245 vulnerable adults
- 185 transport routes/vehicles. Over 300 field staff
- School swimming sessions
- School meals
- Ad hoc taxis
- Internal mail
- Day trips

# Challenges

- Service operational challenges were comprehensively and accurately described by “Our Voice” transport service survey
- Rising pupil numbers, rising distances, traffic congestion and roadworks
- Budget constraints
- Vehicles getting “Tired”
- More and more requests for specific timings. Increased complexity of transport needs
- Need to address “restrictive” contractual arrangements
- No transport specific IT package to underpin operations
- Need to make ourselves more available to customers

# What we said we'd do

- New contract arrangements to deliver capacity, value, future flexibility and improved service - 6 months work –MID APRIL Done in April
- New IT transport management system, reduced admin, more time for customers - END MAY Done but July
- Departmental restructure to reduce temporary staff and stem department turnover Complete END APRIL Done
- Re focus on staff training – MAY ONWARDS Sessions completed since. Emergency First Aid (24) Medical (24) Driving assessments (40) PATS (150 inc.many contractors) Over 200 sessions, Ongoing
- Improved communications with parent/carers NOW Your Calls – we have tried to reduce the need so we can take and make more calls
- General culture shift – ONGOING Improving

# How we'll continue to Improve

- Steady the ship - Office staff recruited as permanent (not agency)
- Bring contracts up to date and performance measure the providers – Measure and address service failures - There will be some challenges on the way – Contracts updated
- Automate contractor invoice process – less Admin – Done
- Start to renew elements of the in house fleet Mostly completed (24 out of 36 vehicles – rest July)
- Bring all records and schedules together in new IT system Done
- Be honest about what we can't do Ongoing

**Thank You**

Questions ?