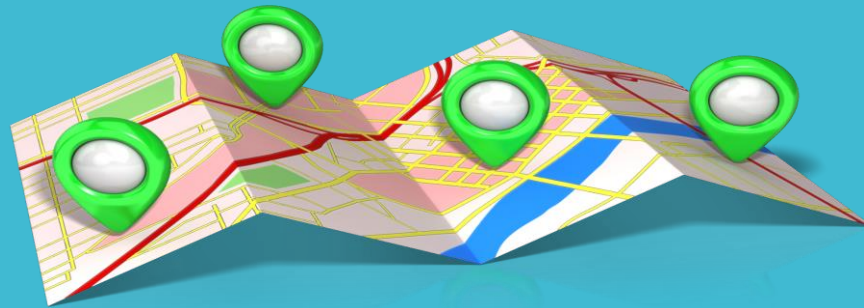


# Scottish Borders Councils Digital Transport Journey





# Background

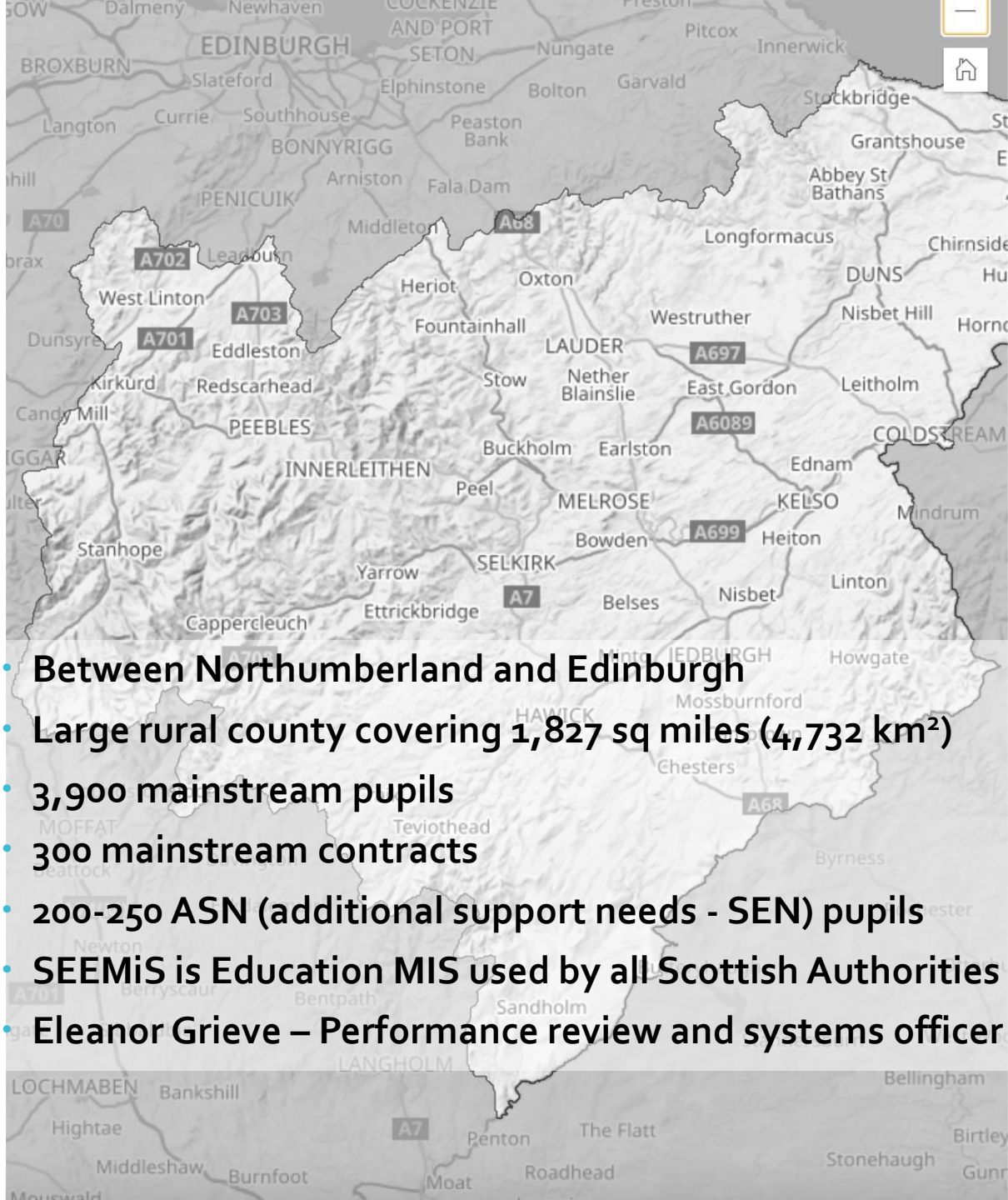
## Reorganising Mainstream Transport

## Reorganising Additional Support Needs (SEN) Transport

# Background Scottish Borders Council



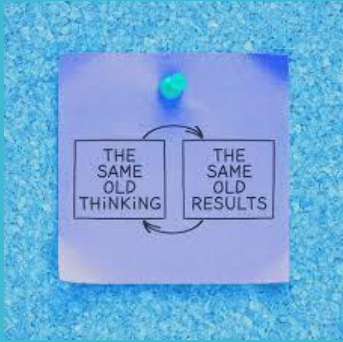
- **Between Northumberland and Edinburgh**
- **Large rural county covering 1,827 sq miles (4,732 km<sup>2</sup>)**
- **3,900 mainstream pupils**
- **300 mainstream contracts**
- **200-250 ASN (additional support needs - SEN) pupils**
- **SEEMiS is Education MIS used by all Scottish Authorities**
- **Eleanor Grieve – Performance review and systems officer**



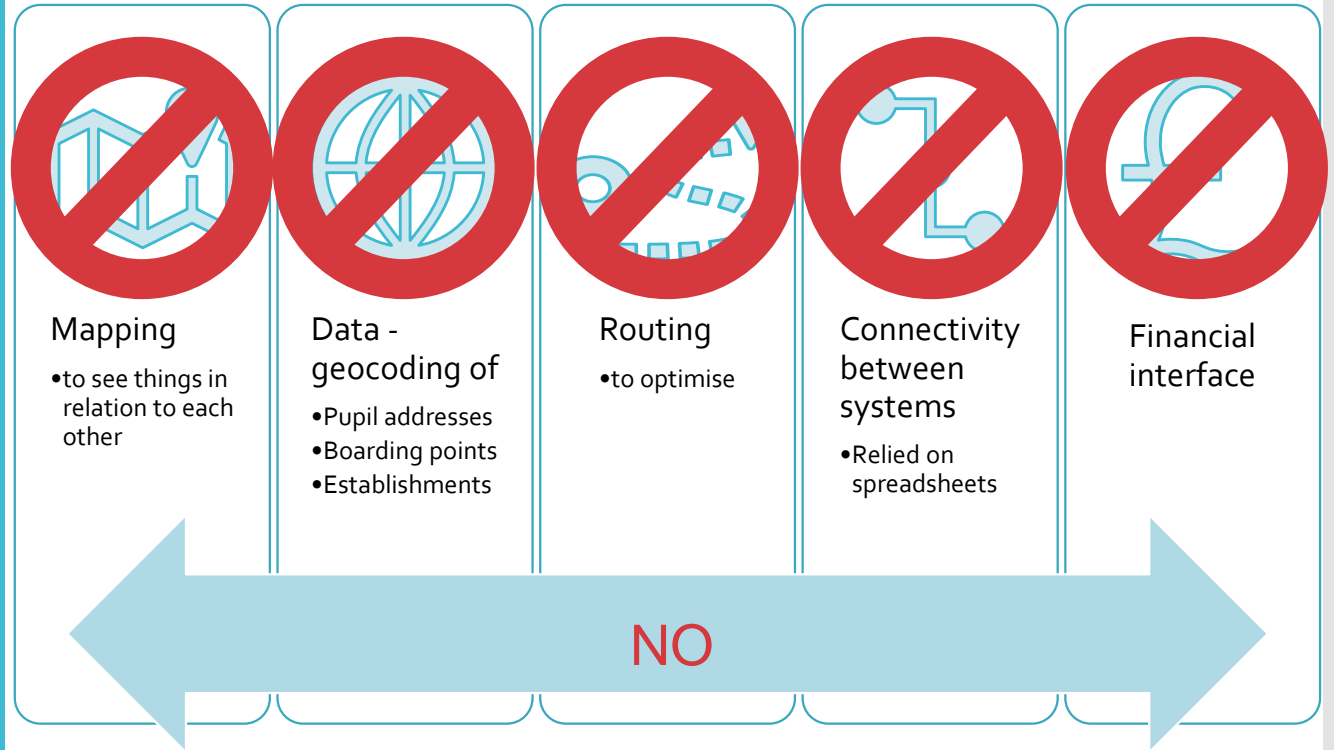


Background  
Reorganising Mainstream Transport  
Reorganising Additional Support Needs  
(SEN) Transport

# Where we Started

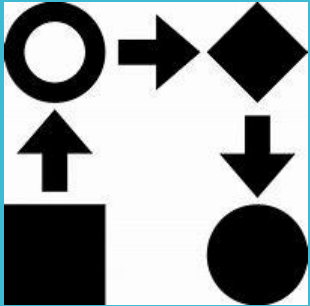


- Out of date network
- Manual processes
- Prone to error
- Stressful & expensive



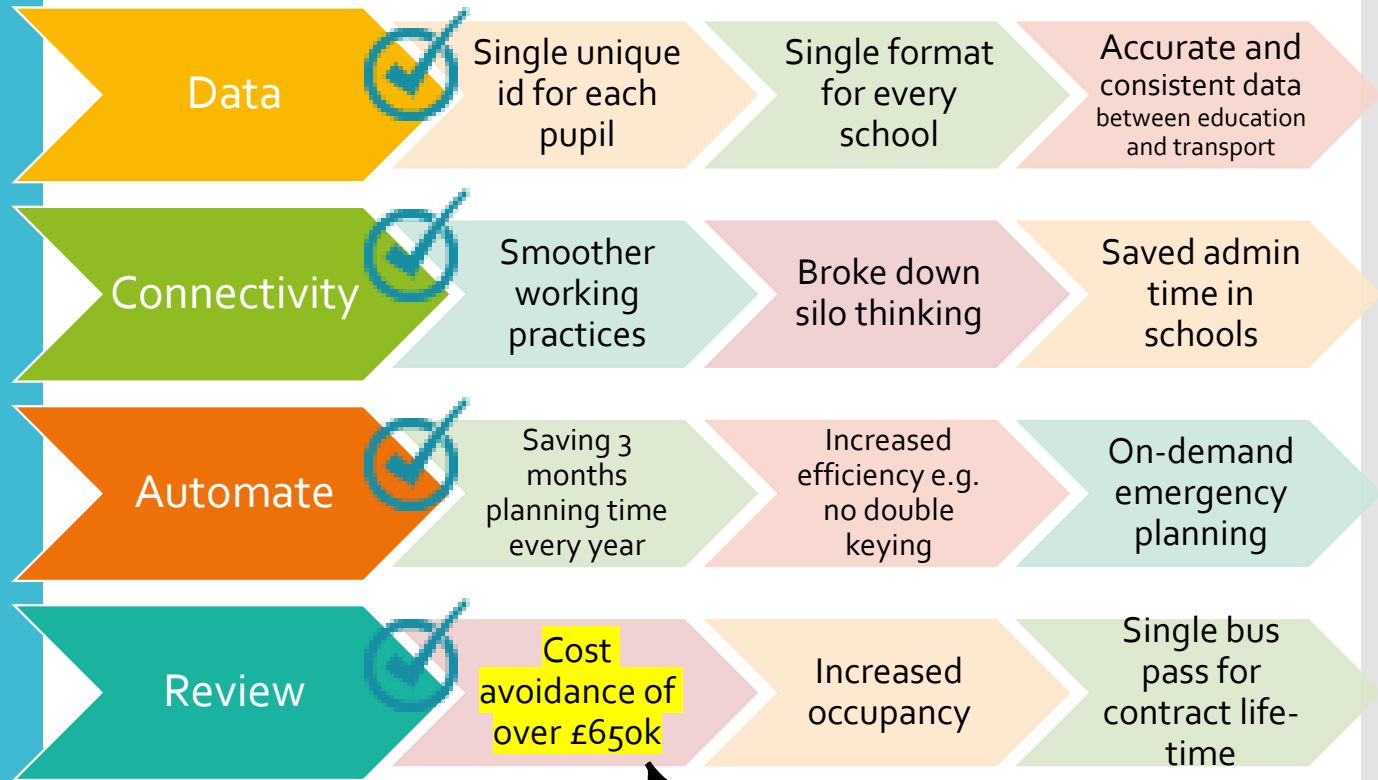
## What we set out to achieve

**CLARITY**



- Process re-engineer the current transport system
- Create a new Mainstream school network starting Jan 22
- Geolocate Passengers Boarding points and Establishments
- Create a way of exporting data from existing system in a format to load directly into QPaths and QRoutes
- Develop Dedicated Transport file to report from SEEMiS
- Link into the SEEMiS click and go system(National Education management Information System for all 32 Scottish Authorities)
- On line Application process to ensure only entitled pupils who would use the transport were allocated to transport, or free up the space if not required.
- Create passes using third party supplier who post to pupils home address

# What we Achieved Together Everyone Achieves More



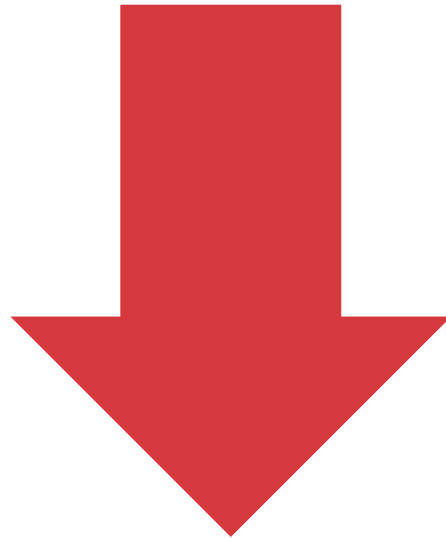
(14% of £4.5m spend)

## Opportunities and bumps along the way



### Opportunities during Covid

- Delivery of free meals
- Delivery of iPads (achieved 96% attendance)
- Key worker transport when alternatives not available
- Scheduled volunteer transport
- Coordination of vaccination transport

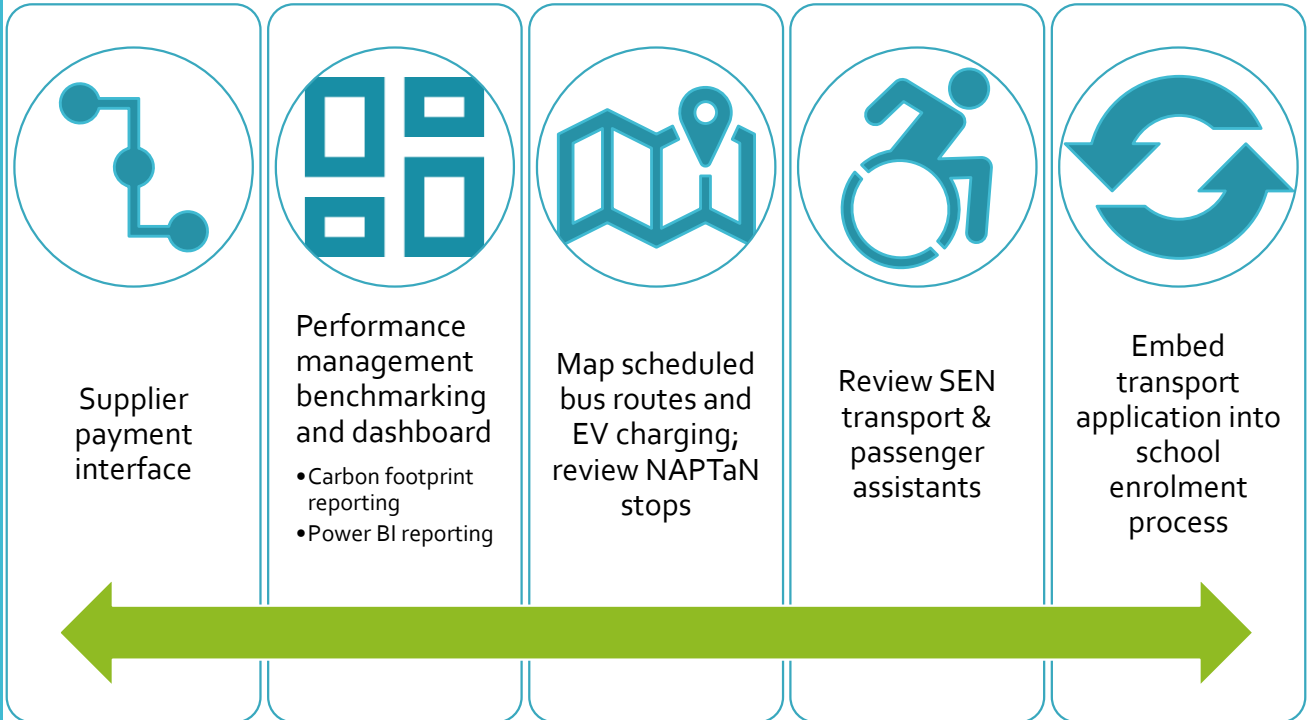
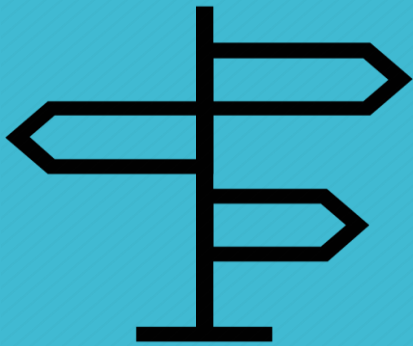


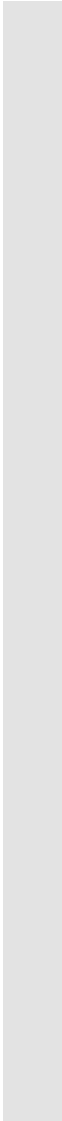

### Lessons learned

- Data cleaning took (much) longer than expected
- Procurement process for all routes at the same time was painful
- Retendering during the pandemic and when fuel prices were at a premium added to the pain



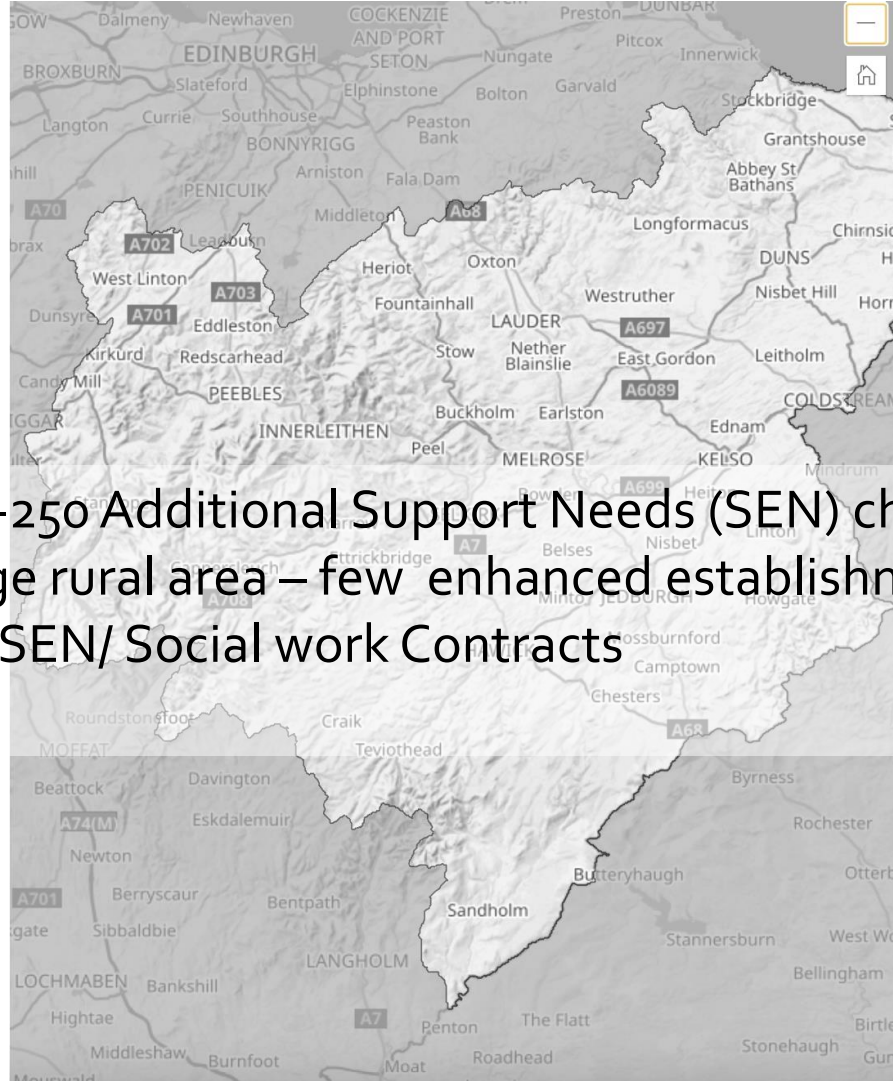
# Where to Next for SBC?





Background  
Reorganising Mainstream Transport  
Reorganising Additional Support Needs  
(SEN) Transport

# Additional Support Needs (ASN/SEN) Scottish Borders Council



- 200-250 Additional Support Needs (SEN) children
- Large rural area – few enhanced establishments
- 100 SEN/ Social work Contracts

# Additional Support Needs (ASN/SEN) Transport



Attend specialist establishments Mondays-Thursdays



Therapies may involve different destinations



Attend local schools on Fridays



Finish early on Fridays



MAC (meeting around the child) happens May/June



Try to keep LAC (looked after children) at usual schools during foster stays

Varied timetables and complex requirements

Short window for planning and procuring transport

Short term requirements often at short notice.

# Additional Support Needs (ASN/SEN)

## AUTOMATE



Use scheduler for planning



Continue to break down Silo thinking



Risk assessments for every journey



Create performance dashboard

- Drill down into costs

# Additional Support Needs (ASN/SEN)

## REVIEW



Regularly review the  
need for escorts  
(passenger assistants)



Bring in more travel  
training to promote  
independent  
travelling



Move from 1 to 3 year  
tenders

Any  
questions?

