Knowsley Borough Council

Integrated Transport Solution

John Fairclough

Knowsley MBC Solution to Home To School Transport Management

Knowsley Council

Our Problems….

Safeguarding the child should be at the centre of every action we take but as an authority can we say with 100% certainty that we know that every driver and assistant have the necessary licence/DBS/training to transport out children?

Managing the relationship between providers, schools, parents and the authority is difficult.

Managing the costs associated with the provision is a nightmare; journey's are difficult to compare and we largely have to take at face value what the provider considers to be a fair cost.

Exposing routes to potential providers is difficult to achieve and difficult to manage the bidding and award process. We would like to award routes individually but it's too much effort.

Management reporting is difficult and time consuming; financial forecasting is problematical as invoicing can fall behind due to disputes.

The time from application to approval onto transport is too long; in many cases it can take 3 weeks.

How did we address the problem?

Market Test:
- No single solution application on the market.
- Route planning, dynamic purchasing systems and modules within other systems but nothing to manage the whole end to end process.

Benchmark:
- No two authorities seem to operate the same way.
- Large difference in budgets, number of staff supporting the process and methods of recording data.
- Disparity in where the process sits; Children Services? Education? Commissioning or a mixture of all 3?
- Contracts awarded and managed differently.
- Only thing in common appeared to be an acceptance that what they're doing is overly complicated and difficult to manage.

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Engagement:
- What's the point coming up with a solution that doesn't involve all the stakeholders?

Parent/Carers

Providers

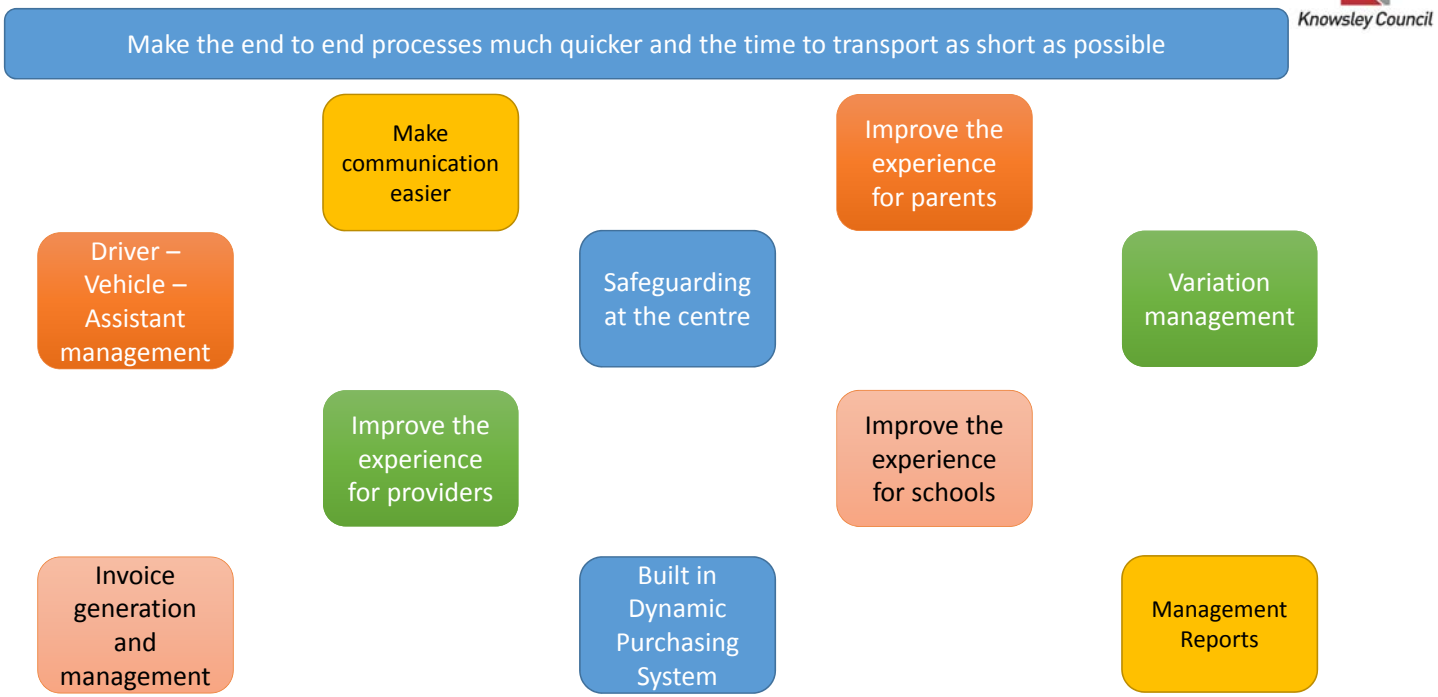
Schools

What did we learn from our engagement with the stakeholders?

Bit of a recurring theme this…..

Parents	Providers	Schools
- Application process is complicated - Dealing with providers is tricky - Hard to get in touch with the authority at times that suit them - Concerns over child safety - It takes too long	- Process to get a child onto transport following travel award is slow and cumbersome - Hard to communicate with parents/schools/LA - Finance variations at route level difficult to manage and agree with LA - It takes too long	- Difficult when multiple providers/vehicles arriving at the same time - Hard to communicate and keep track of issues - It takes too long

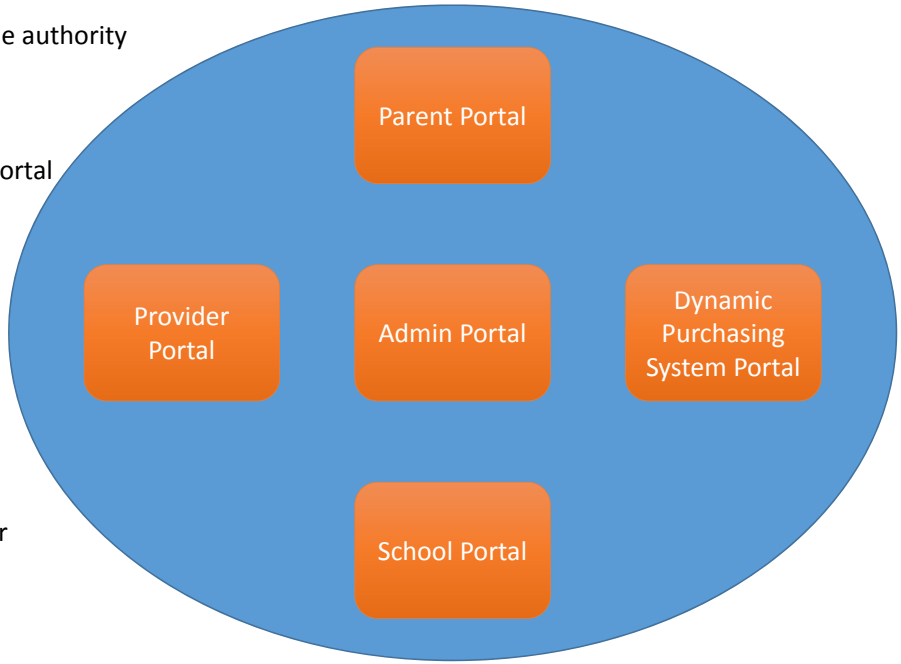
Putting all this together – what would a solution need to?



The Solution

5 independent ‘Portals’:

- Admin Portal to be used by the authority
- Parent Portal
- Provider Portal
- School Portal
- Dynamic Purchasing System Portal



All portals are connected and communicate with one and other

Parent Portal

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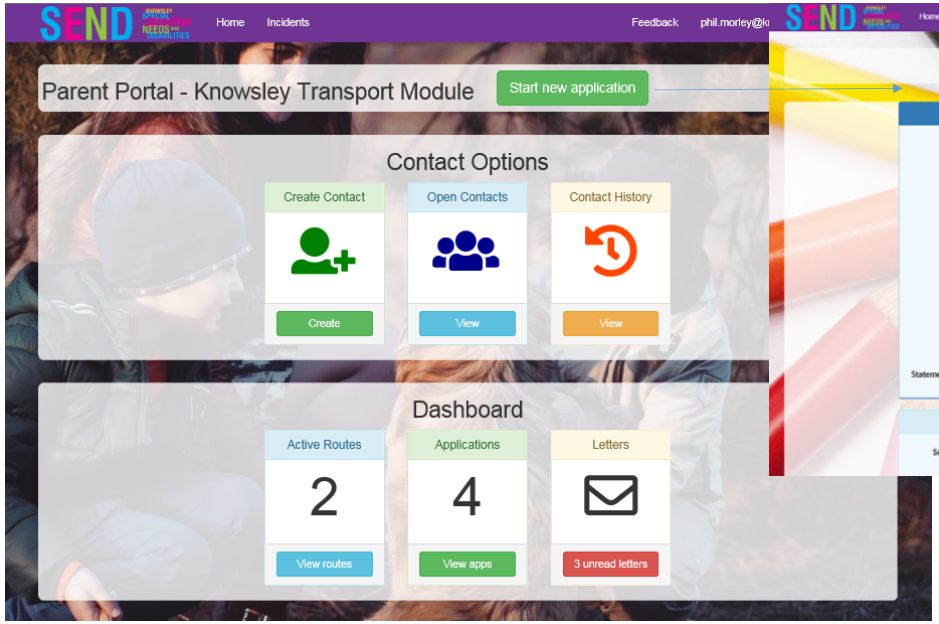
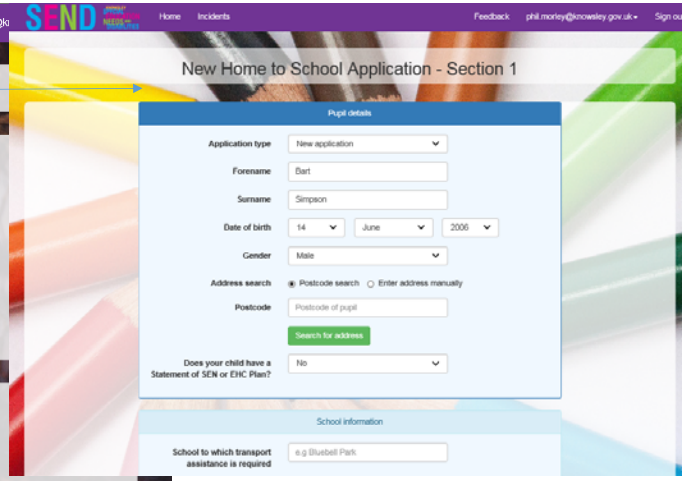
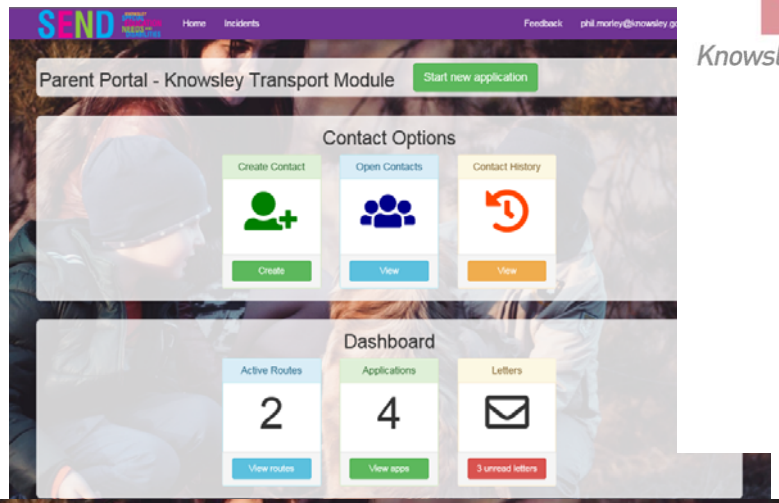
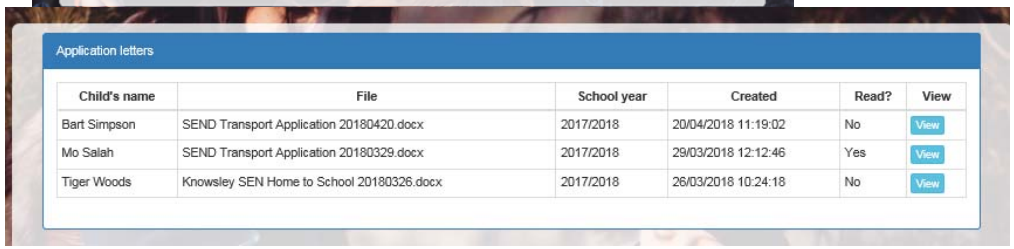




Online application form.
Ability to upload evidence.
Complete in one go or come back later.

Parent Portal Continued





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Please ask for: Andrew Nimmo
Telephone number: 0151 443 2440
Date: 20 April 2018

Parent/Guardian
Bart Simpson
149 KINGSWAY
L36 2PN

Dear Parent/Carer

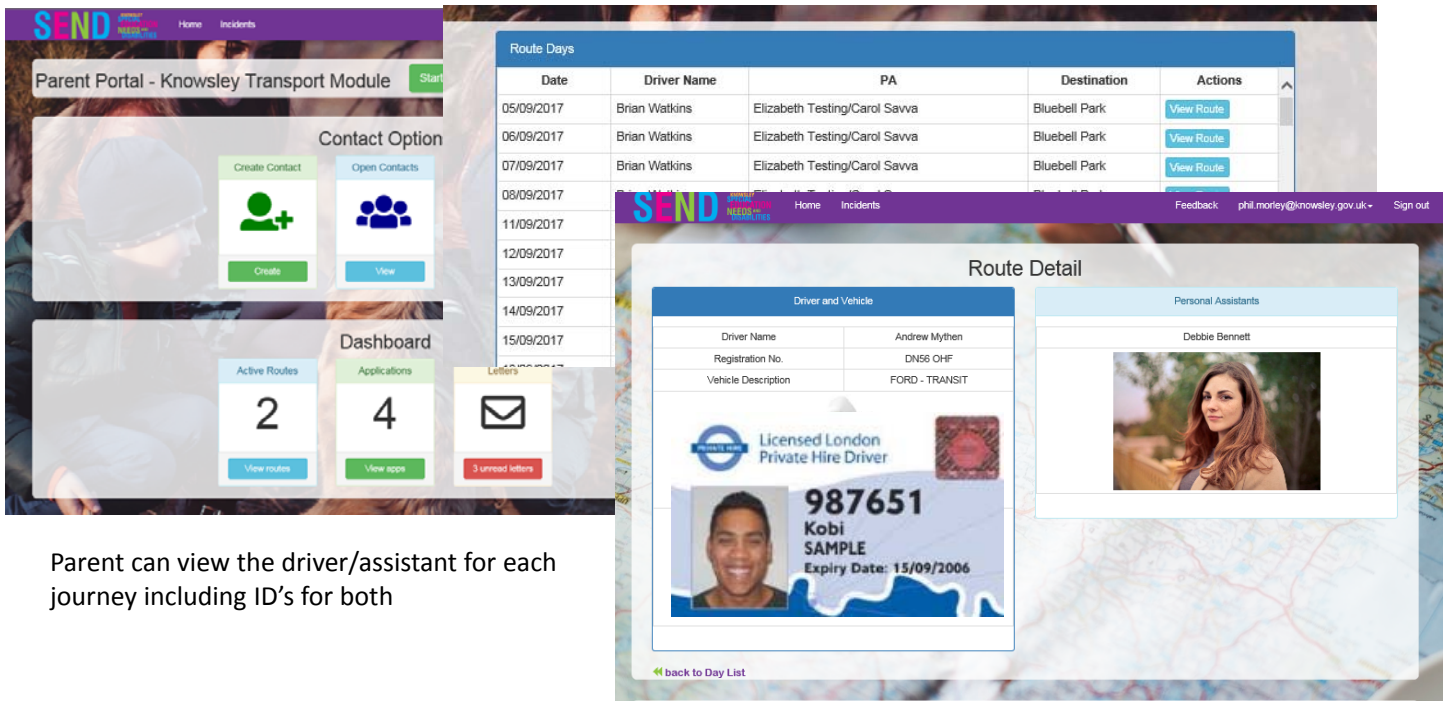
Special Educational Needs Transport

I am pleased to inform you that your child or young person will be eligible for transport assistance.

Please complete the attached Travel Care Plan and send directly to our transport provider Knowsley Solutions who will contact you shortly after they receive the Travel Care Plan to ensure that all arrangements are in place. You can contact them on 0151 737 4908 if you have any queries regarding this.

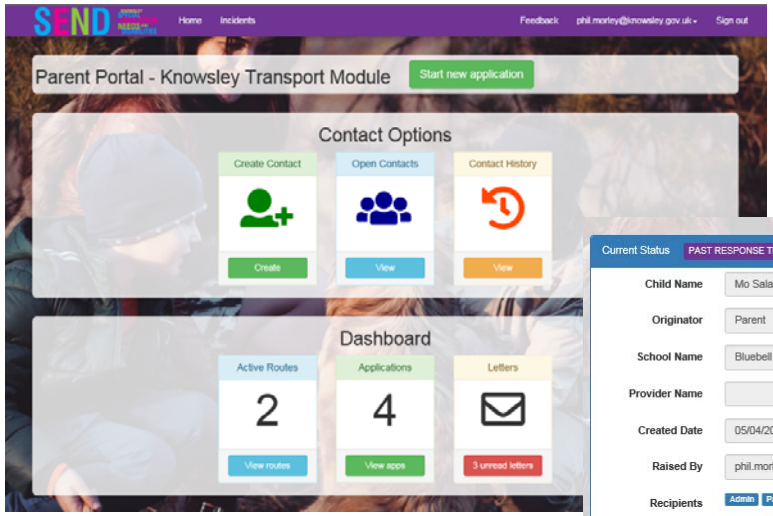
Letters generated by the system, never sent, parent retrieves them in the portal.
Portal only sends email and SMS to parent.

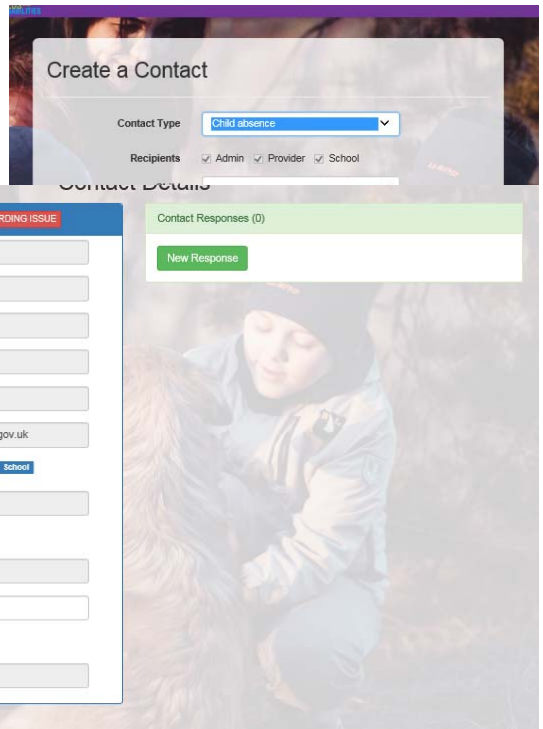
Parent Portal Continued



Parent can view the driver/assistant for each journey including ID's for both

Parent Portal Continued



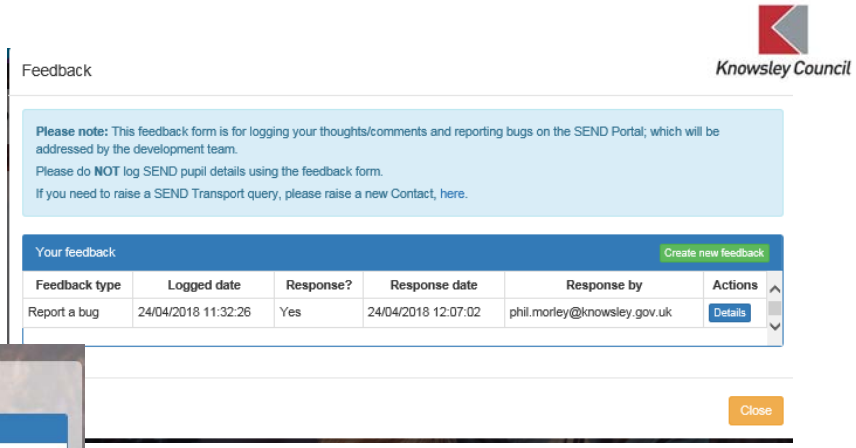


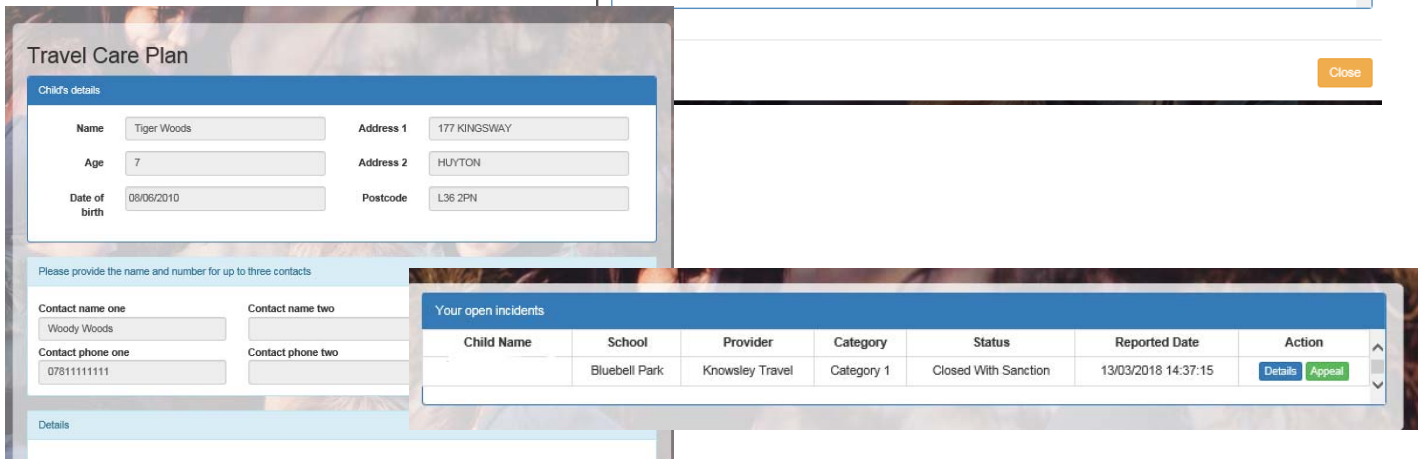
Contacts the same for all portals.
Safeguarding contacts routed to appropriate managers.
Parents can inform school/provider of child absence.
All read/response actions fully audited.

Parent Portal Continued

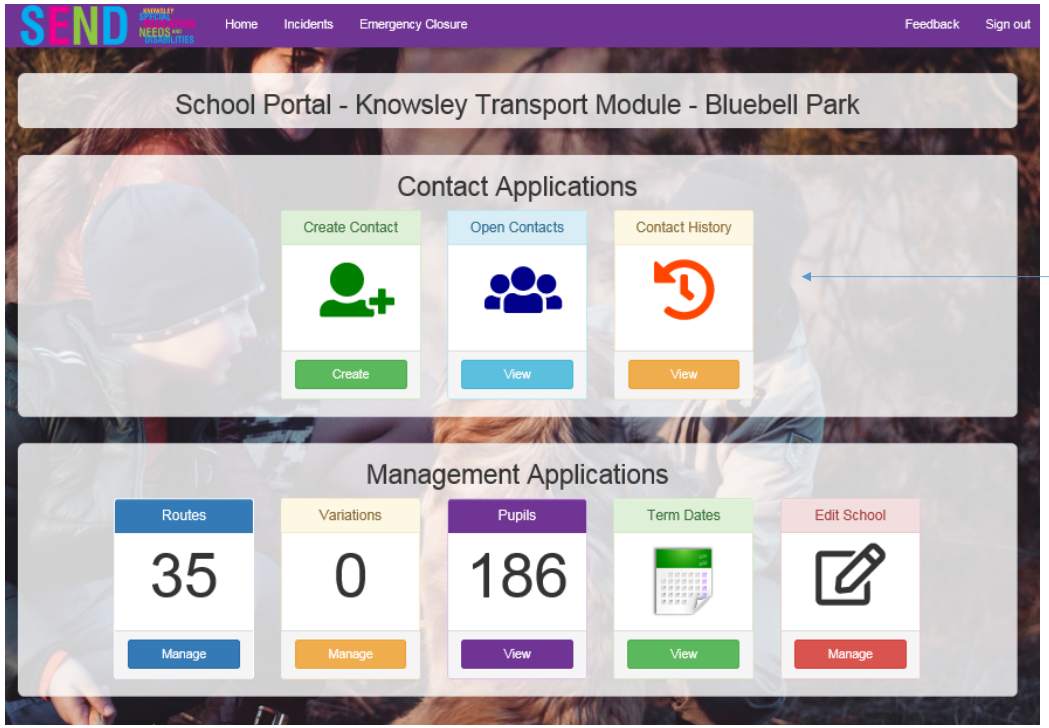
Other Parent Portal Functions:

- Ability to respond to incidents raised against their child/children.
- Ability to create travel care plans from their perspective and their child's.
- Ability to provide feedback on the application to make suggestions/report problems etc.





School Portal



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Contacts handled the same way across all portals

School Portal Continued

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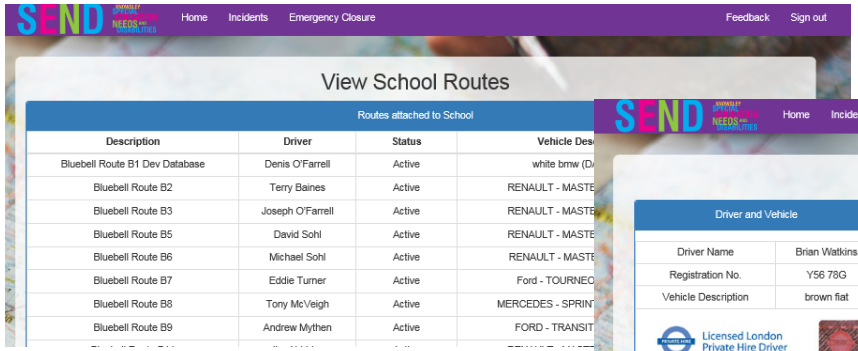
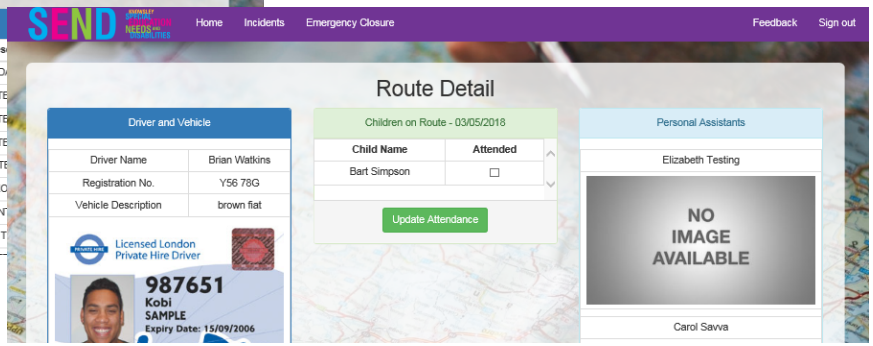
Schools can view all inbound routes



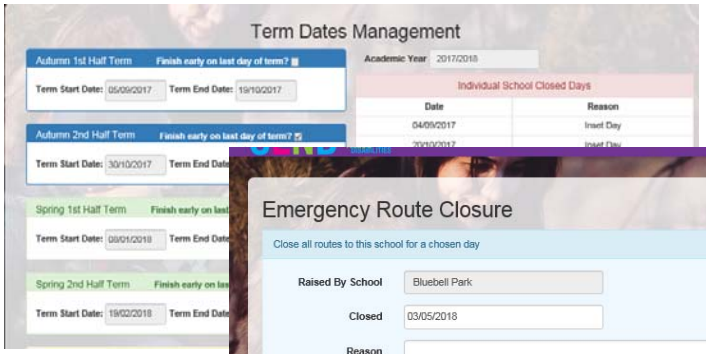


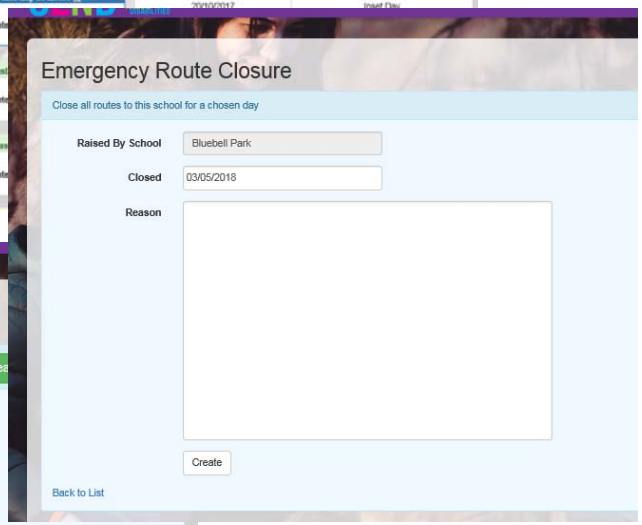
School can view details of driver/assistant and record attendance if they wish

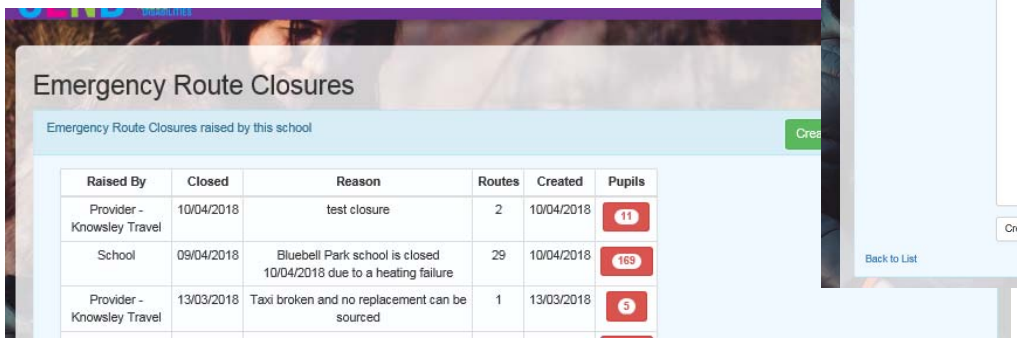
School Portal Continued

Other School Portal Functions:

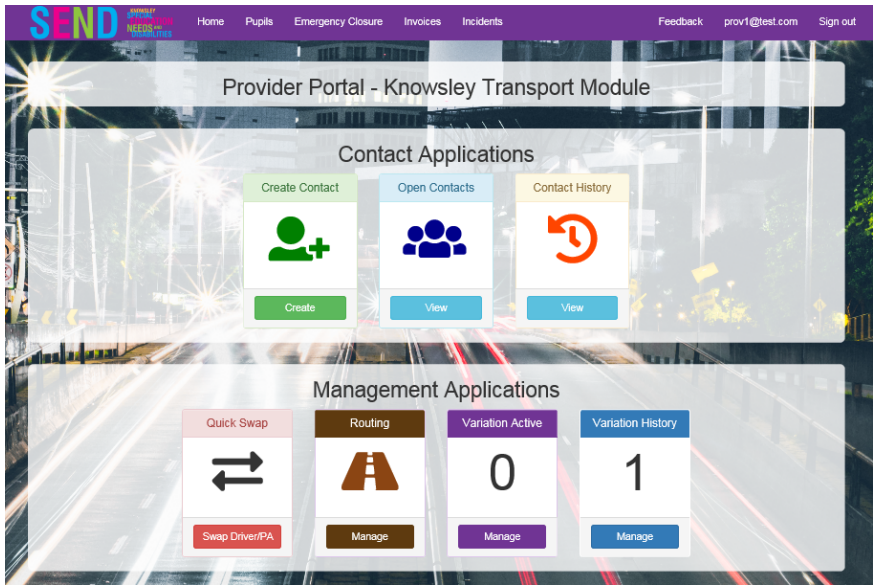
- Schools has the ability to veto a child being placed on a route.
- Schools enter their own term dates which in turn feeds the route dates.
- Schools can respond to incidents raised against their pupils.
- Schools can close due to bad weather/emergency.
- System notifies parents/providers by email and SMS.







Provider Portal



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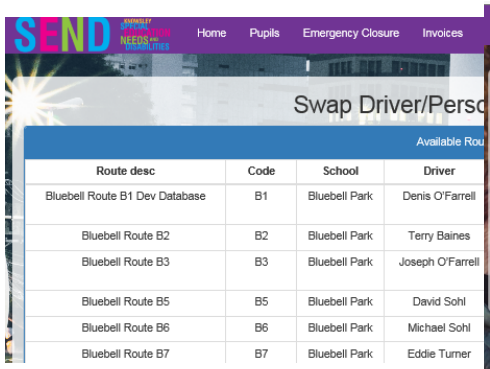
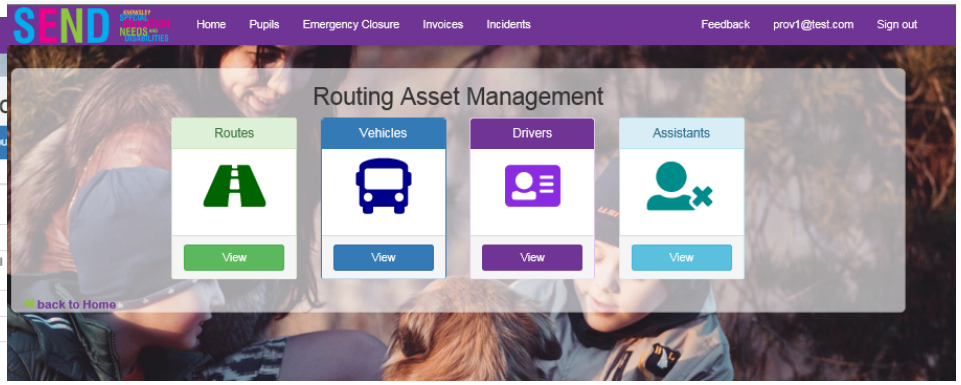
Core Functions:

- Assign children to transport.
- Use Google API to optimise routes.
- Use standard contact module.
- Quick swap functionality for drivers and assistants.
- Handle emergency closures (weather etc).
- Create variations to handle changes to routes (adding/removing children etc).
- Manage drivers, vehicles and assistants. This includes uploading photo evidence of DBS certificates/taxi licence/photo id.
- View and authorise invoices.
- Reports incidents that occur on transport.
- Create ‘what if’ travel scenarios and use Google API to optimise the ‘what if’ routes.
- Update contact details for pupils parent/carer

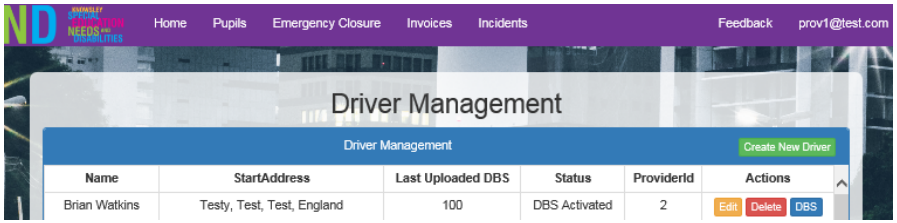
Provider Portal Continued



Driver Swap



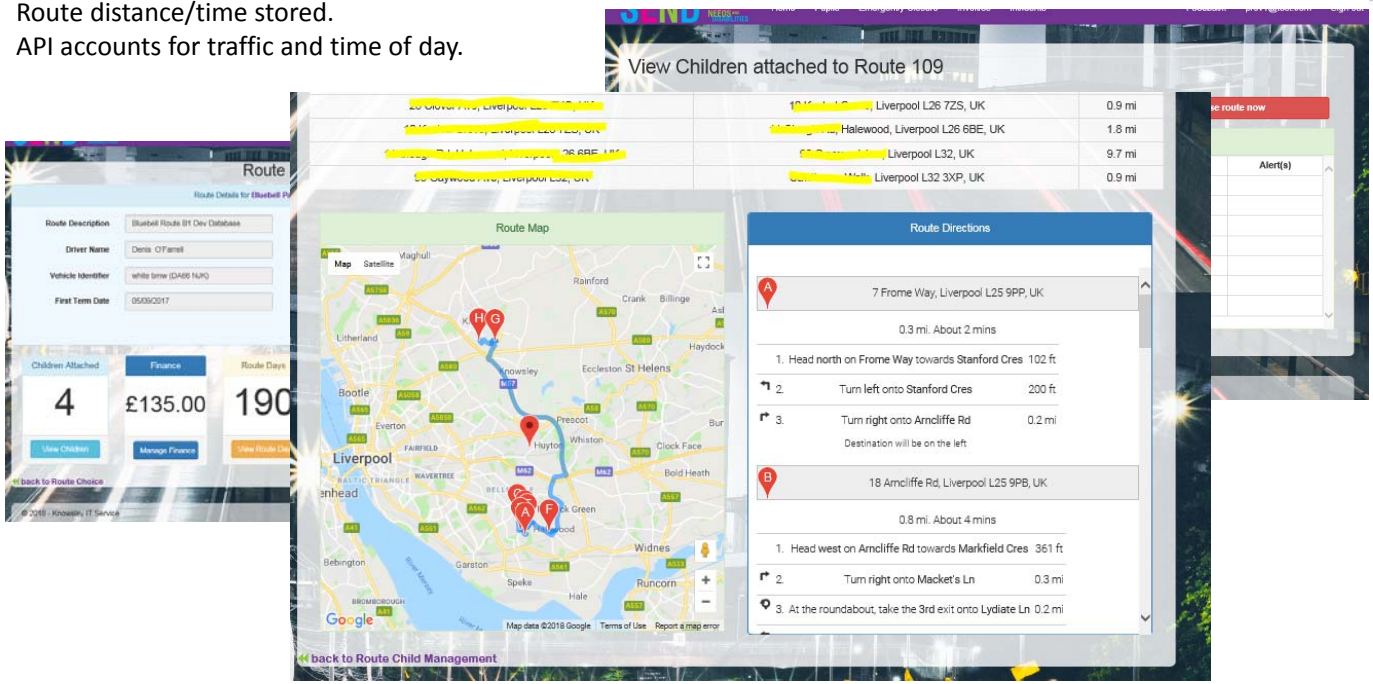
Route/Vehicle Management



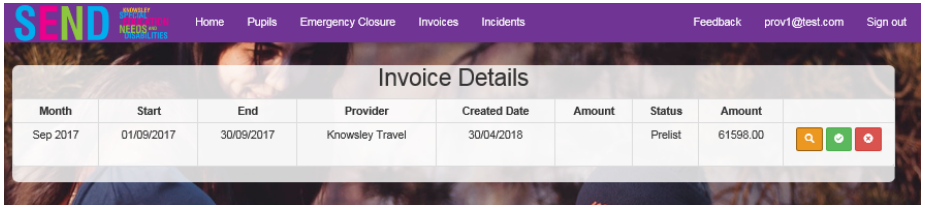
Driver Management

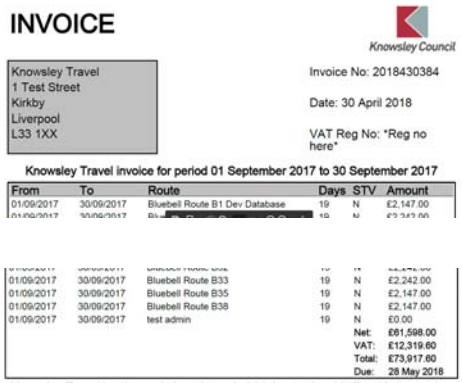
Provider Portal Route Management

Route distance/time stored.
API accounts for traffic and time of day.



Provider Portal Invoice Management





INVOICE

Knowsley Council

Knowsley Travel
1 Test Street
Kirkby
Liverpool
L33 1XX

Invoice No: 2018430384

Date: 30 April 2018

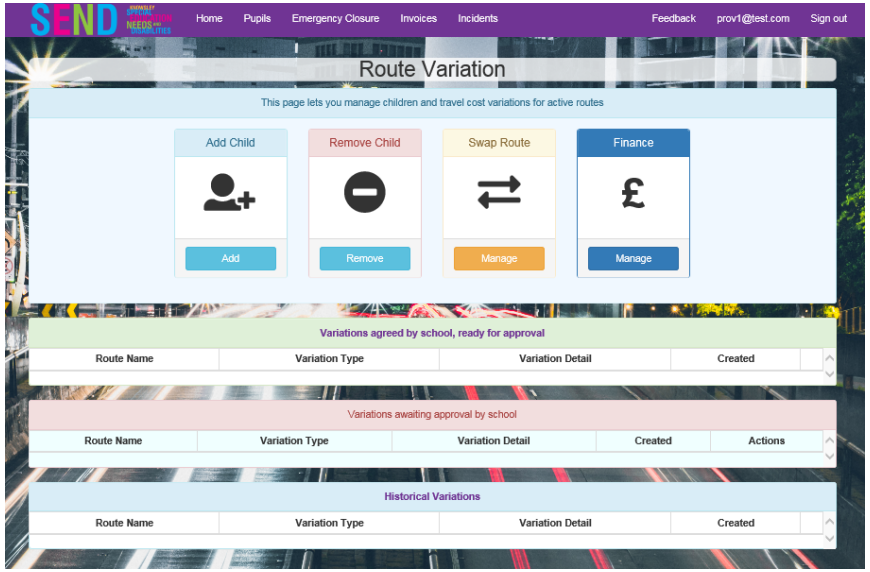
VAT Reg No: *Reg no here*

Knowsley Travel invoice for period 01 September 2017 to 30 September 2017

From	To	Route	Days	STV	Amount
01/09/2017	30/09/2017	Bluebell Route B1 Dev Database	19	N	£2,147.00
01/09/2017	30/09/2017	Bluebell Route B33	19	N	£2,242.00
01/09/2017	30/09/2017	Bluebell Route B35	19	N	£2,147.00
01/09/2017	30/09/2017	Bluebell Route B38	19	N	£2,147.00
01/09/2017	30/09/2017	test admin	19	N	£0.00
				Net:	£61,598.00
				VAT:	£12,319.60
				Total:	£73,917.60
				Due:	28 May 2018

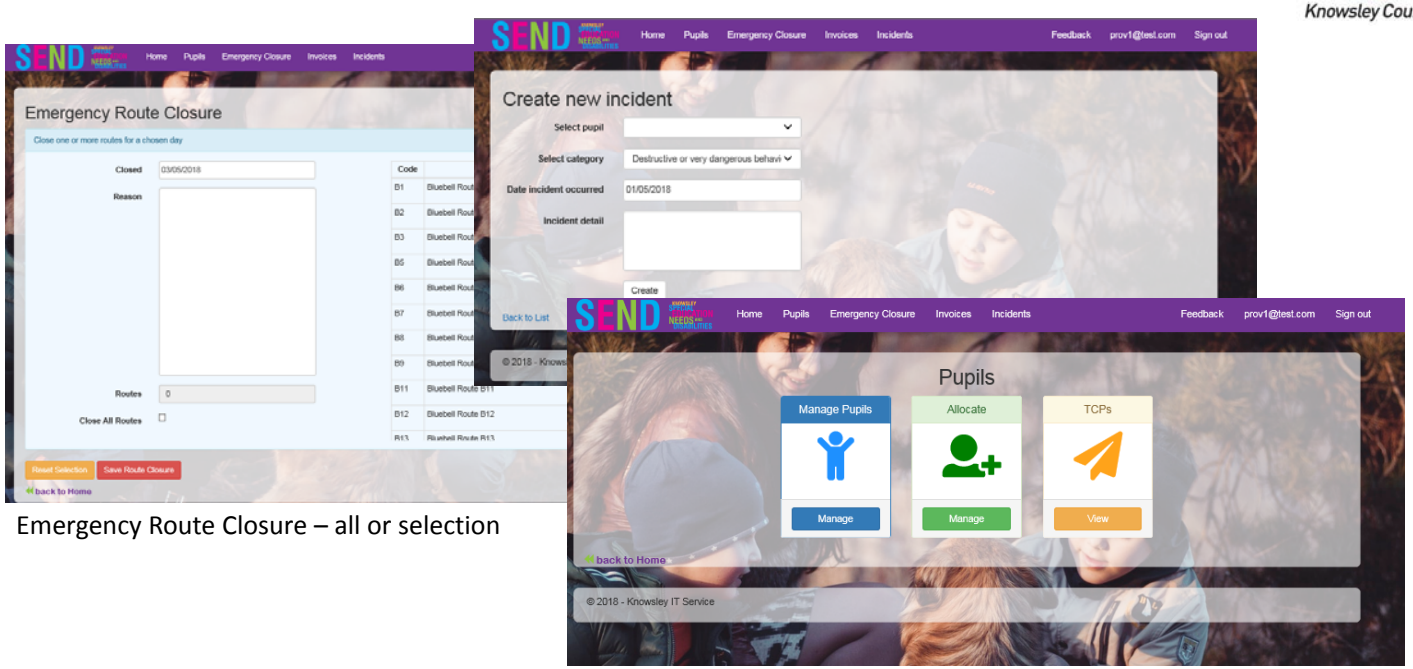
- Invoices generated by Provider.
- Routes subject to a variation yet to be agreed are paid at the current rate.
- Routes subject to a variation will have separate invoice lines showing the impact of the change.

Provider Portal Variation Management



- Variations control changes that occur on routes that are now active and in payment.
- Variations can be raised by the authority or the provider but the other party must approve it for it to be implemented.
- Schools have the power to veto adding a child to a route where they know personalities don't work.
- Variations that are approved will be taken into account on the next invoice run.

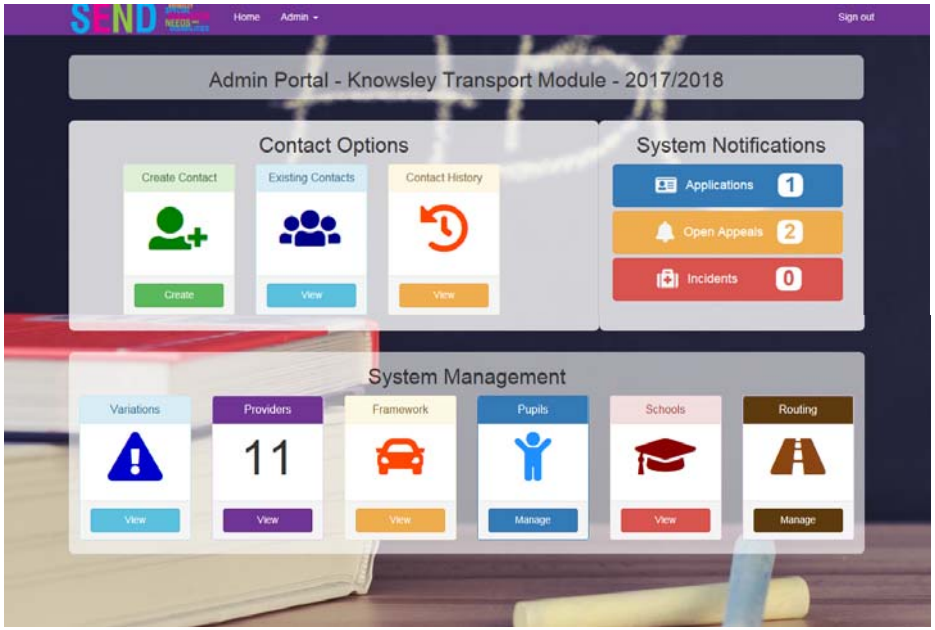
Provider Portal Continued



Emergency Route Closure – all or selection

Pupil Management

Administration Portal



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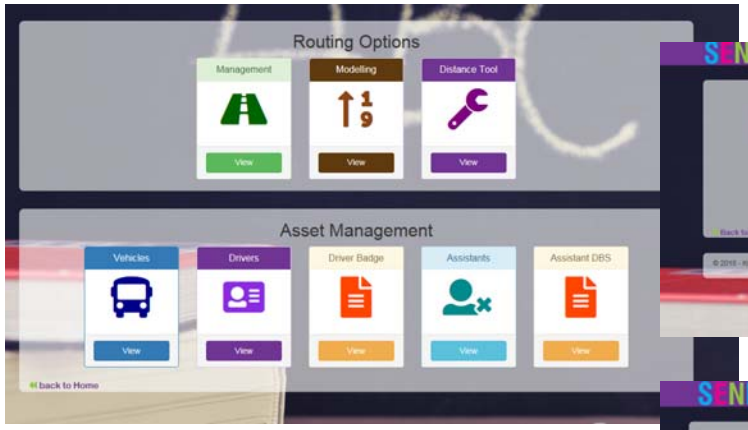
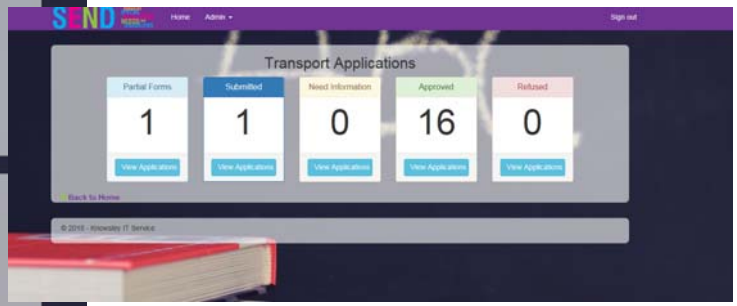
Core Functions:

- Process applications for transport.
- Manage application appeals.
- Use Google API to optimise routes.
- Use standard contact module.
- Approve drivers/assistants onto transport by verifying their licence/DBS.
- Propose/approve variations.
- Create DPS requirements and manage providers onto the framework.
- Manage DPS offers/bids.
- Respond to incidents raised against children.
- View personal assistant logs.
- Generate invoices for providers.
- Create ‘what if’ travel scenarios and use Google API to optimise the ‘what if’ routes.
- Update contact details for pupils parent/carer.
- Manage providers including contract dates and the ability to create consortiums.
- Manage pupil details including uploading documents pertaining to their SEN needs (care plans etc), adding travel alerts (eg can’t travel with certain children).
- Manage and respond to feedback raised by parents/schools/providers.
- Integration into Liquid Logic ICS application.
- End of academic year ‘roll over’.

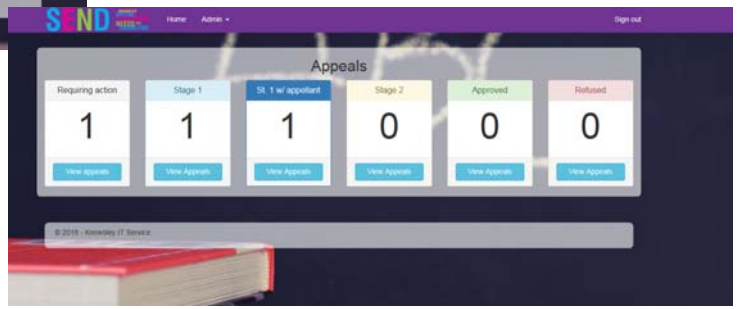
Administration Portal Continued



Route and asset management

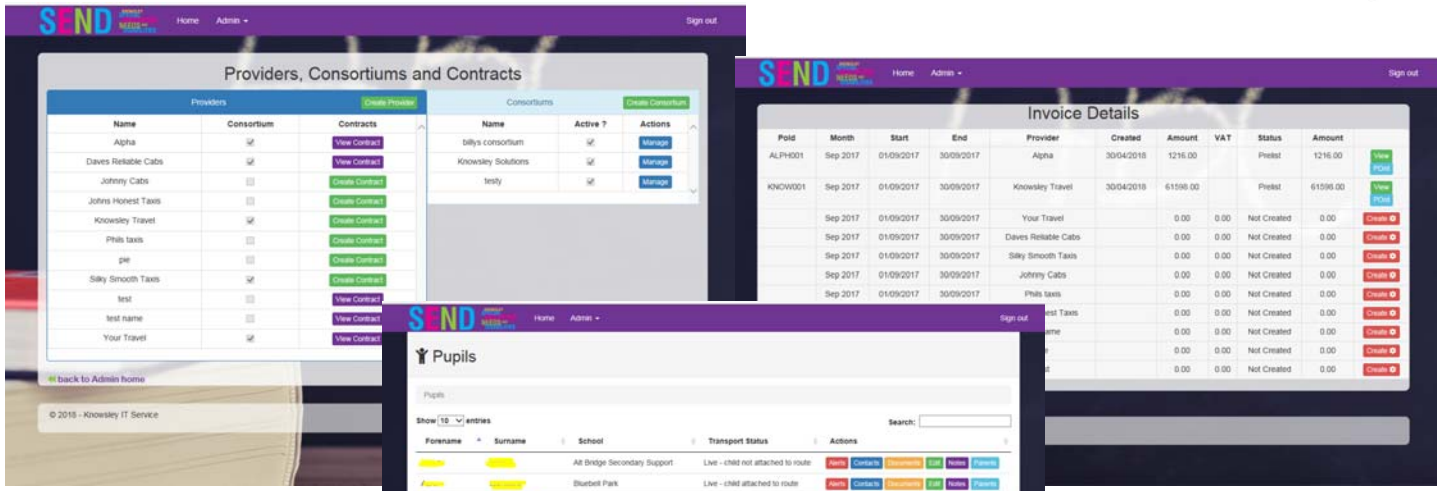


Application management



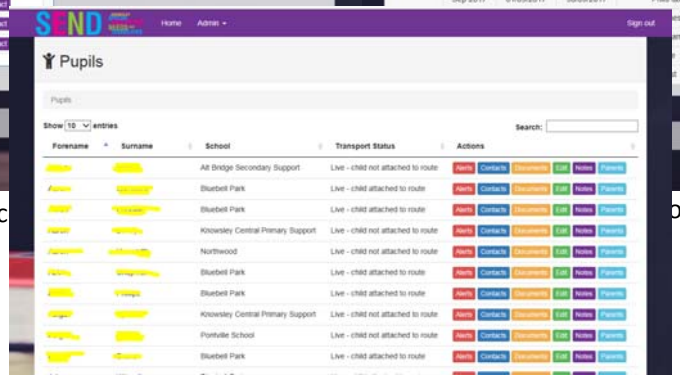
Appeal management

Administration Portal Continued



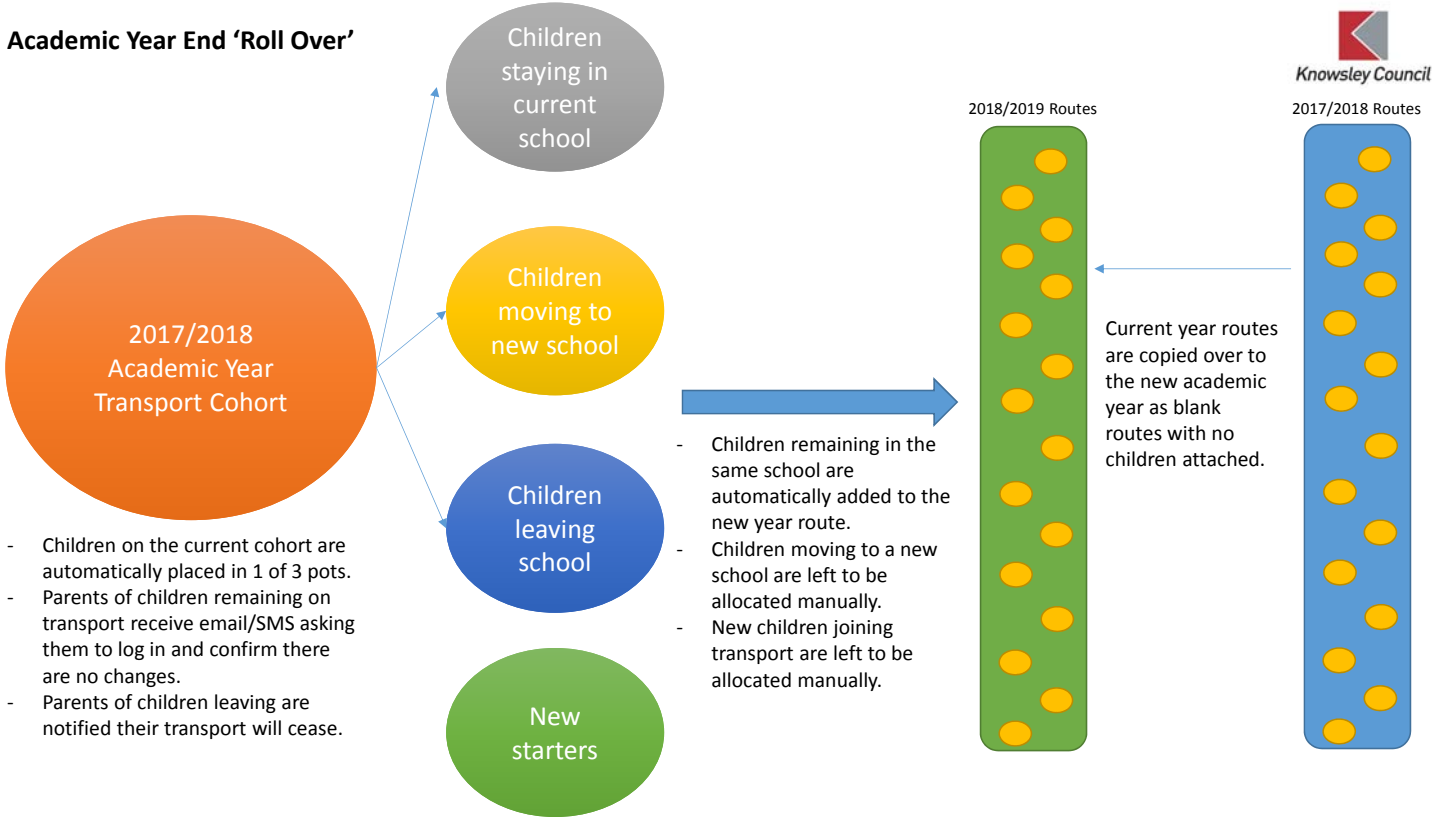
Provider/consortium/c

on and management



Pupil management

Academic Year End 'Roll Over'



- Children on the current cohort are automatically placed in 1 of 3 pots.
- Parents of children remaining on transport receive email/SMS asking them to log in and confirm there are no changes.
- Parents of children leaving are notified their transport will cease.

- Children remaining in the same school are automatically added to the new year route.
- Children moving to a new school are left to be allocated manually.
- New children joining transport are left to be allocated manually.

Dynamic Purchasing System – WHY!?!?

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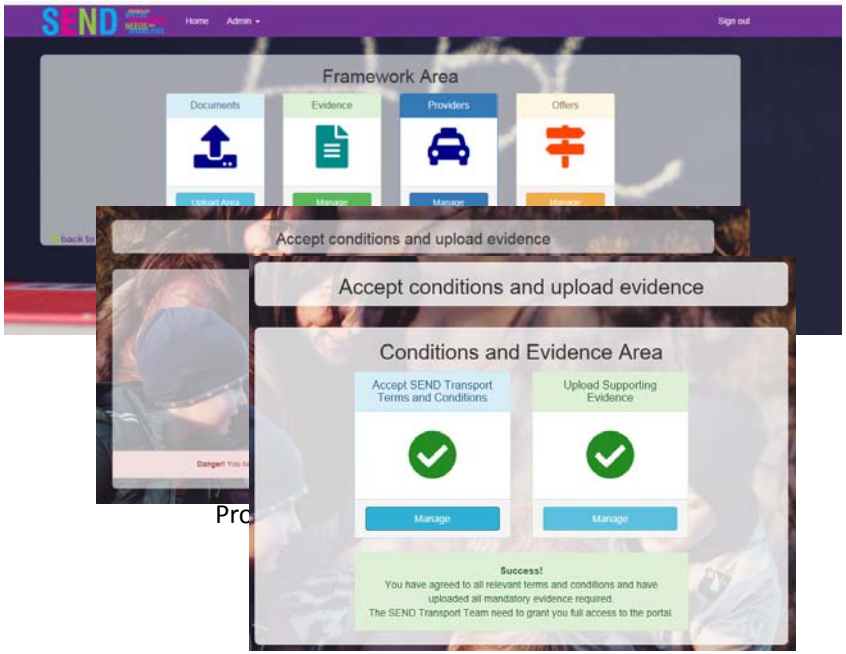
There are literally thousands of taxi companies – why not create a market space where these companies can compete for work in an environment that we control and we set the parameters?

We want to make sure the companies that we invite bids from adhere to our terms and conditions and have the relevant safeguarding policies in place.

We want the flexibility to invite bids from a single route up to an unlimited number of grouped routes.

Dynamic Purchasing System Continued



Pro

Only when they accept can they be approved

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Core Functions:

- The authority decides what documents any prospective provider must adhere to.
- Only when the provider has agreed to the contents of these documents can they be accepted onto the framework.
- The authority decides what evidence must be provided by the prospective bidder.
- Only when the provider has uploaded their evidence and this has been approved by the authority can they be accepted onto the framework.
- The authority can create ‘offers’ which can consist of a single route or multiple routes (no upper limit).
- The provider can see a notional outline of the route including total mileage and expected duration as calculated by the Google route optimisation API.
- The provider then bids per route with the total combined cost being the submitted bid.

Summary

So, we've gone from to right??

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Err, no… it's not that easy. Managing transport is a complicated beast and we liken it to steering one of these. It takes time to stop or change direction..

We realise now there's no single silver bullet, no magic key; the only solution is to engage with the stakeholders and try to work towards a common goal. All we have done so far is give ourselves the best possible platform to make this aspiration a reality.

Summary

The one thing we can say for certain is that the time to acceptance onto transport has become somewhat quicker…..

Time to transport approximately 3 weeks (occasionally longer)

It’s possible to apply for transport, the application to be assessed, approved, sent to the provider, agreed to by the school and accepted onto transport within 10 minutes….

Now we know 10 minutes is pushing it as an example, but with all the key stakeholders by their computers then it’s possible – we know because we’ve done it….

What's Next?

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- Adult social care transport provision; a stand alone module that utilises the main route management elements of the SEND transport.
- Mainstream transport management; an online portal where parents can apply for a bus pass for their child.
- Transport training; a stand alone module where the authority can sign post and further enhance the training opportunities currently on traditional transport.
- Further enhance the SEND module.
- Possible development of an 'app' for IOS and Android.

In Case You're Interested….

We are marketing the product and if you would like to discuss it further please contact me:

John Fairclough
john.fairclough@knowsley.gov.uk
0151-443-3620

The solution is offered on a fully hosted basis.