

# Travel Assistance Service

- Formed in 2020 by bringing together the previous Travel Assistance Service and Passenger Transport.
- Working with a wide range of stakeholders to deliver the Council's policy on travel assistance for both adults and children.



# Home to School Transport

- Assessment Team – assess eligibility using the council’s home to school travel policy
  - Offer of transport
  - Bus Pass
  - PTAB
- Information can be found
  - Bradford.gov.uk
  - Bradford schools online
  - Local Offer



City of  
**BRADFORD**  
METROPOLITAN DISTRICT COUNCIL

# Core Transport

- In House fleet of 50 minibuses.
- 345 children transported home to school daily
- 259 Adults transport to day centres and back daily
- 145 staff (drivers and PA's) working out of Shearbridge Depot
- Service covers Bradford, Keighley, Ilkley areas
- Over 35,000 miles per month



# SEN Transport

- Contracted service using over 55 approved Operators
- 1540 students transported on 571 routes daily
- 216,980 journeys per year
  
- Over 270 home-based staff (PA's)
- Service covers c.200 locations – schools, colleges
- Over 2,804,742 miles per year



# Social Care Transport

- Contracted service using over 55 approved Operators
- Transport requests from Children & Adult Social workers, Immigration, other Council Depts
- 252 Children transported daily
- 195 Adults transported daily



# Contract Management

- Audits of Operator Base and Spot checks at schools/centres
- Complaints/Investigations/Safeguarding
- DBS checks and Issuing of Badges
- Training of Operator Escorts and Contracted PSV drivers



# Service Support

- Payment of invoices to Operators – Over 5000 p.a.
- Issuing of invoices to parents – over 200 p.a.
- Payments to parents – over 2500 p.a.



# Where we are at:

- Increase in demand
- Environmental
- Market Pressures





# What is New:

- We now have our own trainer
  - Delivering training to staff – Drivers/Escorts (PA's)
  - Delivering training to Operator Escorts
  - Delivering training to PSV drivers (contracted)
- Working with schools to deliver training/awareness sessions
- Hoping to work with health to look at more complex needs



# What is up and coming:

- Delivery of new buses – first batch spring-time
- In the process of moving to a new tendering system for suppliers
- Looking to move to a new integrated transport system

