

Home to School Transport - Policy Panel

Date: **3 June 2020**
Time: **10.00am**
Venue **Virtual Meeting - Skype**

Note: in response to current Government Regulations this meeting is being held as a virtual meeting for councillors and accessible via Skype. Public speaking and engagement opportunities will be made available.

The meeting will also be webcast live to the internet.

Members: **Councillors:** Clare (Chair), Hills, Mears, O'Quinn, Wares and Wilkinson

Contact: **Mark Wall**
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If you would like to make a written submission about current issues with Home To School Transport, please email a brief statement to carolyn.bristow@brighton-hove.gov.uk by **29 May 2020**.

Your submission will be shared with the Councillors sitting on the Policy Panel ahead of the next Panel meeting and will be made available online to view prior to the meeting.

If you want to make a confidential submission, please indicate that it should **only be** circulated to Panel Members. Any submissions received after 29 May, may be considered at a later Panel meeting.

The Panel are inviting written submissions (of not more than one side of A4) on the areas of current issues as listed on the agenda.

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This agenda and all accompanying reports are printed on recycled paper.

AGENDA

PART ONE

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1 WELCOME AND INTRODUCTIONS

2 PROCEDURAL BUSINESS

3 ACTION NOTES

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Action Notes from the last two meetings of the Panel held on (a) 3 March and (b) 20 March 2020.

4 FOCUSSED DISCUSSION 1 (75 MINS)

Current issues and possible MPP recommendations. To cover September arrangements / Covid-19 arrangements / Contract arrangements with operators.

BREAK - 10 MINS

5 FOCUSSED DISCUSSION 2 (45 MINS)

Matters covered by the Independent Review that the MPP have identified to discuss further and possible MPP recommendations. To cover insurance / Corporate Risk status / Service Capacity and Budget.

PART TWO

6 PANEL DISCUSSION (45 MINS) - EXEMPT CATEGORY 3

Procurement and Contract Compliance.

ACCESS NOTICE

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The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fourth working day before the meeting.

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291006, email mark.wall@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Date Not Specified

Action notes from the HTST Member Policy Panel 03 March 2020Present:

Members: Cllrs Mears, Wares, Hills, Clare, O'Quinn and Wilkinson

Officers: Georgina Clarke-Green, Alice Rowland, Giles Rossington, Edd Yeo and Regan Delf and Jo Lyons, Carolyn Bristow

Invited guests:

Pacc Chairs - Fiona England and Diana Boyd

Transport Reps: Taxi4U. Southern Taxi. Radio Cabs. Community Transport.

There were several members of the press and public also in attendance.

Item	Discussion and agreed actions
Welcome and introductions	<p>Attendees introduced themselves.</p> <p>The panel discussed how best to manage a potential 'Part 2' element of the meeting, to deal with a confidential matter. A process was agreed and implemented during the meeting. A member of the press raised an objection which was heard. Legal advised that as this was not a committee there was no set process to follow.</p> <p>Members, following an adjournment, agreed they would hold a confidential discussion at the end of the meeting to cover one point.</p> <p>Cllr Ware's added that he had two pieces of information, that due to be requested via an FOI, were able to be in the public realm. One relating to Hayward's Heath Taxis and one relating to the very recent publication in the press that Edge were no longer working with the contract. He wanted to flag that he'll raise these at the appropriate point in the meeting.</p>
Action notes	<p>Discussion of the notes from 23rd January meeting.</p> <p>Tom Druitt (at the meeting representing Community Transport) raised a couple of comments for the notes:</p> <ul style="list-style-type: none"> - John from the CT was there but not noted as such in the minutes - He also asked that his submission to the panel was listed in full. <p>It was agreed to amend the minutes accordingly.</p> <p>A member of the public said that they'd wanted two matters recorded</p> <ul style="list-style-type: none"> - That Southern Taxi's had offered the LA use of their IT system and it had been declined - That the council had committed to making the 'complaints and enquiries' section clearer on the transport page online. Action:

	Officers will take that forward.
Update on the Ind Review	<p>Georgina Clarke-Green gave an update on the Independent Review which took place 28th – 30th Jan.</p> <p>The review commenced with a kick-off meeting with senior FCL officers, Cllr Allcock and PaCC/Amaze reps. This same group will be presented with the draft final report on the 12th March. A meeting will be arranged for after then to share the report with Members of this panel.</p> <ul style="list-style-type: none"> • In total the team amassed 41.5 hours of contact time with stakeholders and engaged with 58 individuals either through a 1:1 meeting, in a very small group or in the case of taxi providers 1:1 by phone • There were also 3 parent focus groups facilitated by the team PaCC and Contact, with 33 parents attending in total, and 2 Councillor Focus groups, so approximately 100 people had direct contact with the team. • After their departure they also received a further 33 completed questionnaires from parents/carers from a survey that had been organised by PaCC and Contact as an additional feedback opportunity. • The team started with over 200 pieces of information being uploaded to the hub and requested a range of further information throughout the three days which were also uploaded for them to read and digest to inform any further questions. Information has also since been uploaded to the hub at their request. • Because the team were provided with additional information on their visit, requested further documentation as a follow up to the many interviews, discussions and focus groups they attended as well as the completed questionnaires from parents, the presentation of the draft final report has had to be moved to a slightly later date than originally planned. <p>Georgina wanted to take this opportunity to thank all stakeholders for taking the time to participate in the independent review, and in particular, PaCC and Amaze who organised and co-facilitated the parent focus groups.</p> <p>Cllr Wares asked for clarification that the information collated as part of his FOIs had now been shared with the LGA team, Georgina confirmed they had been.</p>
Officer report on HTST	<p>Jo made an opening presentation. She explained that in order to respond to the challenge we faced in delivering home to school transport, we've increased the management capacity in the team. We are also introducing a SEN casework officer role to make better links between the two teams. We are also receiving a wide range of support from other council services on this. We are committed to</p>

continuing to improve the service so it's the best for the families in the city. We are not there yet but we are seeing progress in a number of areas.

Regan then presented her report, highlighting a few main points before opening it up for discussion.



Members Panel -
Home to School Trai

- She reiterated the LA's apologies about what went wrong and the stress and upset to families and for the difficulties caused to our operators and schools.
- Regan has spent time with some of the operators and she has been for herself the care and dedication there with the children and how well they can work together with schools. She has seen the ongoing issues at Downs View and acknowledges there is further action needed there.
- Regan sits regularly with the council team and hears their sorting out the types of daily issues that arise with care, empathy and at pace. She hopes all stakeholders agree that positive sensible arrangements and decisions go on everyday in the service.
- On co-production, Regan reflected on where she's seen real positives of this approach and she hopes the good practice already existing in the city will apply across to school transport and she commits to making this work. Parents / Carers are at the forefront of this but it's essential to do this work with operators and schools too.
- The team have been looking into the reported issues around timeliness. Operators have been asked to report in any instances where children are on journeys for more than the statutory guidance times, and no responses on that as yet. Also, she confirmed that no journeys are planned to be over those stat times either. However, Regan has seen the situation at Downs View and can see that it is taking a long time to take children in and out. She can see that some children will be arriving in the class late and that needs resolving.
- She explained that the team were looking at the groupings of children and will work with families on ensuring the most appropriate arrangements are in place going forward. It is hoped this work will be done by Easter.
- Regarding potential complaints / comments into the service, Regan wanted to provide reassurance that raising issues with us would in no way compromise any existing or future arrangements for their child(ren). **Action:** Regan will liaise with PaCC on how the service can best get that communicated with families.
- Spot checks will continue of vehicles and actions taken were

	<p>necessary</p> <ul style="list-style-type: none"> - DBS checks – Regan is conscious that this was a significant area of concern at the last meeting. We, of course, have always been assured about the licensing checks around DBS there for drivers but we needed to be assured on the VPA checks. Regan confirmed that these were completely up to date. - She acknowledged that the current system around the Pupil Information Sheets needed a complete overhaul. It’s an old system which isn’t fit for purpose. It’s not currently a family friendly system so this needs looking at. - Regan has been out and witnessed the operators managing the transitions in and out of schools and has been really impressed with their approach. Her starting position had been that of others in the LA, thinking that this would be best done by schools. However she has been assured by what she has seen and feels this needs further discussion with families, operators and schools before a final decision is made on this. We are aware there is still clarification needed over the insurance matter. Action: Alice from the Legal Service explained that this would follow. - Regarding the budget, Regan provided reassurance that no spending around transport was being hidden and that any budget recovery plan (which will be needed) will be coproduced with families, operators and schools. <p>Cllr O’Quinn asked when the building works at Downs View might be complete. She also asked for officers to consider children’s individual needs when reviewing groupings. She was pleased to read in the report about more training being offered – she is keen to see that further developed and made more bespoke as needed. She also asked whether there were plans to change the DPS system now.</p> <p>Regan replied that the car park will be complete in the early summer so will be fully operational from September 2020. Whilst operators, school staff and families are managing Regan knows it’s not ideal so she is seeing what could be done to make temporary amends. In terms of the training, operators were being asked to contribute towards the costs, but we were subsidising it. Currently some operators do their own training and others need to seek it out so it’s not an even picture currently. Regan acknowledged that the DPS system wasn’t perfect however the main issue that had gone wrong was attempting to get it done in too short a timescale. We have to contend with the fact that some SEN information will come through late in the year but we are working better together to predict the need. We already know who will cease having transport and we are getting information already on new children for September.. There is already a lot of work underway for the September arrangements.</p> <p>Cllr Hills asked what elements of the Pupil Information Sheet</p>
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arrangements needed overhaling in Regan's opinion. Regan replied that we had been made aware of some families feeling pestered during this process and we apologise for that. The current system means that we need to ask families for repeat information even if nothing has changed. Within the LA we actually hold a lot of this information, so we are looking at how we can better collate that ourselves first. Clearly families will still have a role in terms of signing this off and providing us with urgent updates, but we are trying to take some of that work on ourselves by collating information for our files. One thing that is being explored is looking at each child having a bespoke travel plan.

Cllr Mears thanked Regan. She raised concerns about the impact when the bidding process happens too late in the year, which she has raised previously – she welcomes work done to ensure this is completed earlier. She also called for more work around ensuring that the budget figure is realistic. She lent support for the transport team staff. She is concerned that the insurance matter isn't yet fully resolved and worries about the potential pressure on the schools. Regan agreed that a realistic budget was needed. We know that need is rising nationally and we've had the extension of the age range in the reforms, however we do need to ensure that the budget is efficient and that is part of the work that we are looking at here.

Cllr Clare asked for the insurance matter to be resolved in a paper to a future meeting.

Cllr Wares expressed gratitude for the officer report as it highlights some of the longer term issues there have been and he is happy these have been acknowledged and are being addressed. He asked all parties to be mindful though that it was early days and there is a lot more work to do. However he has been encouraged by what has been heard so far, particularly the shift away from blaming families and operators. Cllr Wares felt that the budget section had been written to lay blame for the overspend on increased pressure and he wanted it acknowledged more clearly that it's partly due to errors made. He also clarified that the allegation isn't that spend is being hidden, it's that given it appears in several budget lines (justifiably) its hard to see the full figure of overspend. He therefore asked Officers to continue to work on that and ensure clear reporting on the overspend occurs. He would like to see a full break down of costs so far and what the projections are.

Cllr Wares also raised the question about whether differing information had been shared about the number of outstanding Pupil Information Sheets back in the autumn. Jo offered apologies if there were any instances of information being shared that later was found to be incorrect. This is an area of priority we are working on to

	<p>ensure it is correct going forward and this has been highlighted in our acknowledgement of the system not being fit for purpose. Action: it was agreed that an officer report on the budget would be bought back to a future meeting.</p> <p>Fiona supported the discussion around setting a realistic budget.</p> <p>Regan was thanked for her detailed report.</p>
<p>Discussion on any current issues – including submissions</p>	<p>Diana Boyd presented the PaCC submission given here:</p> <div data-bbox="507 562 564 622" data-label="Image"> </div> <p data-bbox="432 629 644 680">PaCC Submission for March HTST Polic</p> <p>Cllr Mears asked officers to calm family anxiety and confirm there were no proposed changes around charging. Jo replied that there are no proposed changes that would introduce charging and if there were to be changes these would be coproduced with PaCC. We are waiting for the outcome of the Independent Review and of any recommendations that come out of this process, but again, any future changes will be coproduced. It's important that Cllrs are included in that process too.</p> <p>Cllr O'Quinn was very encouraged by the PaCC submission and pleased to hear that things are moving forward, especially compared with the last meeting.</p> <p>Cllr Wares asked PaCC to comment on whether relations with the Council were in the right place to move forward with coproduction. Diana replied that PaCC continued to provide challenge to the Council, especially around the upcoming new academic year and the planning timescales needed. However they have seen a clear commitment from the LA to work with families on this.</p> <p>There was then discussion about the respective roles going forward of PaCC and Cllrs to both play a part in oversight and scrutiny in the future in this area. PaCC and Amaze were clear that their role shouldn't blur into contract management, they are to feedback and participate in coproduction. It is also important that PaCC are resourced to be able to do this work. All agreed that PaCC and Amaze are able to take a 'temperature check' with families and feed that back to the LA. PaCC have also demonstrated their effectiveness in this area, by releasing an immediate statement and then providing a crisis action plan. Cllr O'Quinn added that she had witnessed the good relationship between PaCC and the LA and could commend how robust PaCC's challenge can be.</p> <p>Coproduction and challenge can work very well together. Amaze also confirmed that there is no need for parents to be a member of PaCC in order to respond to Amaze surveys / call the helpline etc.</p>

Action: it was agreed that the notes of the ongoing Transport Governance Board would be made available to Members of the panel.

Regan then provided further clarification on the question about charging. She confirmed that we would shortly (likely over April) be conducting our standard annual consultation on post 16 transport arrangements and there are no proposed changes in that. We do have to inform parents about a change in some rail charges, not bought by us, but they should be assured on no or minimal financial impact for on families. We have no plans to start charging for transport to respite.

A second submission had been received, which raised further parking / vehicle concerns at the HillPark site. This has been referred to relevant council services to investigate.



Resident
submission for Marc

Cllr Clare then opened the discussion up to consider any wider current issues.

Radio Cabs wanted clarification over the offer of training that had been shared recently. Were there limited numbers that could attend? Also, what was the thinking around whether operators should get drivers trained up who may or may not be allocated routes in the future? Regan clarified that there had been a lot of interest in the 40 training places she currently had available and that she was trying to get more days set up.

Tom from Community Transport wanted to note that the traffic assistant at Downs View is doing a great job. He's directing everyone well and the children are able to get in and out quickly, given the circumstances up there. He also shared that the main learning from what has happened this year is that everything for the contract allocations must happen earlier, at least 8 weeks earlier in the year. It's too late to leave it until the summer break, also people are on leave then. He reflected that things were currently working very well, he just had a negative experience in how a complaint was managed recently. There was a delay in investigation at the LA end and he had a concern about confidentiality, about whether the details of the complaint had leaked across the school community. He also highlighted that he felt it was difficult that there isn't CCTV in the reception at HillPark, given it's such a busy area. Regan said they would be producing guidance on the investigation of complaints for operators in the future. She invited Tom to discuss the individual case with her, as she was not aware of any breach of

confidentiality.

Pippa, from the public gallery, expressed concern about the historical decision made by the DCS to allow a number of VPAs to work before their DBS came through. Families permission was not sought and the assurance of the cars having CCTV turned out to not be 100% reliable. She also continued to have concerns about the suggestion that parents had been blamed for not completion/ return of pupil information sheets. She also wanted to share with the panel the clarification that whilst some families might on paper 'be happy with taking the mileage payment and transporting themselves', the reality is that some are doing it not willingly. Pippa feels that a more personalised approach to routing / groupings on vehicles could resolve the scheduling issues there have been too. Regan agreed that the groupings needed looking at and this was underway and aims to be done by easter break. She also sought to reassure everyone that parents were not being blamed about faults in the system and she will speak with the team again to find out if they are aware of families that feel otherwise.

Andy from Southern wanted to note how positive the recent changes have been with the council team, he has seen a lot of empathy and child focussed considerations back in the service which has been good to see. He raised concerns about some of the arrangements being interim and wanted clarification over what the plans were going forward.

Cllr Wares wanted to add a comment that he remained concerned that the LA took a number of days to act on concerns raised about the Haywards Heath taxis situation. He would like to see swifter action taken when there is a potential risk. The LA confirmed that operator was still undertaking a small number of routes.

Cllr Wares also raise Edge and what the nature of the agreement was with the LA to part ways. Alice confirmed that Cllr Wares' FOI on this matter was still being processed and a response should be with him soon. Cllr Mears expressed concerned about the perceived need to go through FOI processes to gain access to key information. Alice explained that this was part of an agreed approach as it would enable Cllrs to then put information in the public domain. However we acknowledge that the processing of some FOIs is taking longer than we would like.

Jo made a response to confirm that arrangements were being looked at to consider what the management of the team needed to look like going forward and we'll be able to clarify that soon. We are also waiting the outcome of the Ind Review and of this process, which may impact on what that service needs to look like. We'll have to come back later with the detail on this.

<p>Agenda and date of next meeting</p>	<p>Members felt that the 2 hours allocated for this meeting isn't always enough so future meetings should try and be longer.</p> <p>10am is the ideal start time, given the pressure on families at the start and end of the school day.</p> <p>Officers will be in touch regarding future meeting arrangements.</p>
<p>Any other business</p>	<p>Mr Scott, from the public gallery, raised the question about whether the contract with Edge would be placed in the public domain. It will be on the council website once that FOI request has been fully dealt with.</p> <p>The public element of the meeting then stopped and Cllrs and Officers remained for a part 2 discussion.</p>



**Action notes from the HTST Member Policy Panel
20 March 2020**

Present:

Members: Cllrs Clare, Wares, O'Quinn

Officers: Carolyn Bristow, Natasha Watson (via Skype), Lisa Brown

There was one member of the press and one member of the public also in attendance

Item	Discussion and agreed actions
Welcome and introductions	<p>Attendees introduced themselves.</p> <p>The meeting noted attendance at the panel today was reduced due to the current Coronavirus (Covid-19) situation. The panel would still be able to take views from Councillors missing into account.</p> <p>The panel voted to agree the panel should be held in public as the LGA report had already been released the evening before with a press release, therefore the panel felt there was no longer a foundation for them to consider the report in a private session. The Chair agreed to let the member of the press join as they are here.</p>
Minutes of the last meeting.	<p>The draft minutes from the previous meeting were shared (attached below) but it was agreed that these should be reviewed and adopted (subject to changes) at the next full meeting as many stakeholders were not present today to make comment.</p> <p align="center">  DRAFT Minutes of HTST Member Policy </p>
PaCC statement on the report	<p>On the morning of the meeting, PaCC emailed their statement of response on the report to the panel, attached below for information.</p> <p align="center">  FW HtST - Independent Review </p>
Main agenda item – LGA report on the Independent Review	<p>Cllr Clare reminded those present that the main purpose of the meeting today was to discuss the findings in the LGA independent review report and to consider what that means for the remainder of the Member Policy Panel meeting agendas.</p> <p>Cllrs present expressed disappointment in how the report was released, that they would have preferred to hold a meeting ahead of the report being released publicly.</p> <p>A discussion followed about the changes that had been made to a draft report with the LGA ahead of this final version being released. The panel understood that some factual corrections may have been</p>

	<p>shared directly with the LGA from PaCC – therefore they may need to ask them directly for those if they wish to see them.</p> <p>The Panel would like to see from officers the changes that were amended. This had been clarified by Georgina, who confirmed that a budget figure was shared with them that didn't feature in the draft. Natasha also confirmed that the LGA had circulated a draft to the group that participated in the 'kick off' meeting at the start of the review, for accuracy checks. This is standard practice with bodies such as the LGA, ahead of publishing a public version.</p> <p>The Panel only had access to the report (plus a copy of an internal officer report that the LGA make reference to) around 6pm the night before so there had been little time to read and digest beforehand.</p> <p>Before the report was looked at in detail Cllr Ware's shared his view that the report provides an overview of systematic and complete failure in this matter, and that it was predicted and preventable. He commended the LGA on a report that doesn't hold back. Cllr Clare added that she had felt reassured when she met with them as part of their review.</p> <p>Cllr Clare also thanked colleagues in the Conservative Group for raising these concerns early on, this demonstrated the importance of good opposition to ensure good decision making. Cllr Wares added that he was pleased that this was part of a process offering a voice to those who sometimes cannot express themselves. The panel felt that if matters get as far as needing to be tackled by Cllrs then a failing in the system had already occurred.</p> <p>It was agreed that each section of the report should be reviewed by the panel in turn.</p>
<p>Executive summary:</p>	<p>Cllr Clare by highlighting a finding she thought was one of the most significant, that advice offered by the legal team hadn't always been followed. She agreed with the report that Edge had a responsibility in what had happened, however they had raised the risk potential of the timeline involved. She also wanted to comment on the support given to PaCC, that we are lucky to have them in the city and she hopes they continue to get the support they need.</p> <p>Cllr O'Quinn agreed with the sentiments about PaCC and had been pleased to see Regan Delf back in the service area albeit temporarily to build on the relationship.</p> <p>There was a discussion about the lack of links / references to other documents / lack of some evidence in the report. Carolyn explained that when the LGA invited evidence submissions, it was done with a clear promise that these would be kept confidential. This enabled the LGA to get a full picture of what had happened and the impact</p>

	<p>on stakeholders.</p> <p>Cllr Wares felt a significant learning point in this to for the Council to put children and young people back at the centre of the service and understanding that transport is of huge significance to family lives. Families reported through this process that they felt the process around transport itself was designed to put families off.</p> <p>Cllr Wares informed that Panel that through a variety of FOI requests with the Council him and Cllr Mears had been able to compile an 80 page dossier on this matter and would be sharing it with the Chief Executive.</p> <p>Cllr O’Quinn was struck by the findings around the hasty pace of this work, she knows from her licensing role that the relationships with the taxi and transport trade were very important.</p> <p>There was general acknowledgment that one of the issues was that the Council were bringing elements of the service that was not fully understand back in-house.</p> <p>There was discussion around the previous Lead Member for CYP who when originally challenged with some of the concerns felt assured that all would go well.</p>
Main findings	<p>4.1. Procurement of consultants working on Home to School Transport Service</p> <p>The Panel discussed the difficulties found by the LGA around Edge being the only bidder for the consultancy work and the process of contracting them. Cllr Clare would be interested to explore further the Political oversight of that process – because of a change in Lead Member during this time it has been difficult to unpick in enough detail. Cllr Wares agreed that he felt there was a lack of due diligence around contracts and standing orders but would like to look in to this further.</p> <p>The Panel had questions about whether all elements of the financial contracting of Edge had been listed in the right places and about whether there was a potential for it to have totalled over £500K if the earlier stage one costs were taken in to account too.</p> <p>Cllr Wares felt there were some inaccuracies reporting by the LGA, around the date of contracting Edge, he felt it was completed before Pre Election Period began.</p> <p>4.2 The Dynamic Purchasing System and Procurement of Operators</p> <p>Cllr Clare highlighted the quote from a parent within the report that compared this process to purchasing of stationery.</p>

The panel discussed with the DPS would suitable to continue with. Cllr O'Quinn provided further assurance about the licensing process and how that ensures safeguarding matters are fully considered.

Cllr Wares wondered why the report hadn't covered some of the accusations from operators who had engaged in the bidding process and had questioned it. He felt their voice had not been heard fully in this process. Cllr O'Quinn repeated her thanks to Regan for clearly making good progress with the relationship with operators that had been heard at the previous meeting.

The panel expressed concern about whether element of the system was reliant on the goodwill of operators and wanted the service to ensure that was continued to be an area of focus.

The panel wanted to know what the thinking / plans were around the contracts for the operators in the city. They supported the service to look at extended contracts to provide operators with some security. This would enable to them to invest in their fleet and staff as needed. It was also raised that as and when neighbouring authorities open up procurement exercises for school transport there may be an attraction for operators to go elsewhere with their services. The Panel agreed that there was a very high standard of licensing in our city so the preference was to use B&H licensed vehicles for our local work.

The Panel agreed that an urgent recommendation for today would be to ask for an officer update on what the contract contracting position would be for the contracted operators, could this be extended to allow for security.

Action: Officers to provide an update

4.3 – Implementation of the new system

Cllr Clare had been struck by the thought of children 'getting lost' as part of this process.

The Panel agreed that part of their remaining work should be to look in more detail about what has happened and what is predicted around the budget.

Cllr Wares felt this section of the report was a list of safeguarding concerns and no apologies were strong enough for this. We must ensure the right risk assessments are carried out to ensure these children are protected.

Cllr O'Quinn said that everything this report supports the view that more time is needed to ensure that all matters are put right in the service. Any further service changes need to be discussed with PaCC and Amaze and consider the expertise within the operators

to support that. She wanted to thank all the staff who went above and beyond during the implementation and she recognised the work that was done by them. Cllr Wares supported this, that front line staff were under a lot of pressure.

4.4 The Council's response to the disrupted delivery of the Home to School Transport Service

Cllr Clare repeated the thanks given by the other panel members to the front line staff who worked hard to try and sort the difficulties in the service delivery out.

Cllr Wares raised his continued concern about this matter not yet appearing as a corporate risk.

Action: officers to report back on the progress of that discussion.

4.5 Concerns and complaints

Cllr Wares recognised the difficulty faced by the service during the implementation, to have been receiving such a high number of emails and phonecalls. He highlighted the part of the report that suggests parents felt the apology had not been given in a meaningful way. The panel agreed this matter could be overcome if the outcomes of revised service delivery continue to improve. The panel referred back to the officer report and presentation at the previous meeting that had seen integrity and a real shift in that trust.

Cllr Clare said she understood that Regan's time in the service had been extended.

The panel referred to an officer report from January 2020 which explored lessons learnt, prior to the LGA review. The LGA recognised work had been progressed there but further recognition needed by the council of the foreseeable failures.

Contracting of Edge was discussed again (in particular any exit agreements) and Natasha reminded the Panel that some matters were not yet able to be discussed in public. Cllr Clare asked that this be discussed in a future meeting, under a part 2 arrangement if necessary.

ACTION: officers to ensure this is on a future meeting agenda.

Cllr O'Quinn felt that the pace involved hadn't allowed for true coproduction and that needed to be rectified in future activities of this kind.

Cllr Wares felt there were ongoing questions about the licensing and contracts and the council's ability to ensure compliance to the

	blue book.
Key Recommendations from LGA report	<p>Recommendation 1: Clear, consistent and urgent communication to all stakeholders (carers, schools and settings etc.) about stability in the Home To School Transport (HTST) arrangements from this point onwards. The panel felt this was now in progress. Although Cllr Wares still had questions about the budget forecast and what that might mean for the service.</p> <p>Recommendations 4 & 5: Review the HTST processes and streamline them / The Special Educational Needs (SEND) team and HTST team must work together more and share more information reducing the burden on parents to repeatedly provide the same information. The panel felt these were in progress based on the previous meeting's officer presentation.</p> <p>Recommendation 6: The council should ensure there is standardised and consistent training and performance expectation of drivers and Vehicle Passenger Assistants (VPAs) with monitoring. The panel felt this was in progress however Cllr Wares had some remaining questions about the type of training being offered. Were operators getting disability awareness training. Cllr O'Quinn had discussed the training need with Regan and was reassured things were moving in the right direction.</p> <p>The Panel all expressed concern about how the service can ensure the right things are in place to deliver well in September 2020 and would welcome an officer report covering that to a future meeting.</p> <p>All agreed that it was essential to engage well with the operators on the plans for September and to do so as early as possible.</p> <p>The panel discussed their ability to report back to June committee and it was thought they may need longer to hold their meetings and form their recommendations. There was also a discussion around how the recommendation implementation may be overseen.</p> <p>Cllr Clare wanted to see some advice from Leaders in terms of what the next few meetings needed to look like, given the current pandemic and stretch on stakeholder, Member and officer time.</p> <p>Cllr Clare recapped that the two urgent recommendations from today were to ask officers for an update on a) operators and the current contracting situation / support around COVID-19 and b) update on whether this matter would be held on the corporate risk register. Action: Officers to provide an update report on those two matters.</p>

Agenda and date of next meeting	<p>It was agreed that Cllr Clare would liaise with the Members of the Panel to agree a schedule of future agenda items.</p> <p>The next meeting date is to be confirmed and it was requested that even if still under COVID-19 restrictions we allow at least 90 minutes for the meeting as a minimum. It may be that technical options are explored for a virtual meeting.</p>
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