

## Safeguarding Practices within Client Transport Task & Finish Group 12 January 2010 Additional Document

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<p><b>5 MANAGEMENT OF THE CLIENT TRANSPORT CONTRACT</b></p> <p>The Buckinghamshire County Council contract compliance manager will outline to members of the panel how the County Council monitors the contract that was awarded to Amey to ensure the safeguarding of children and adult users of client transport services. Members will hear detail of the contractual relationship with Amey, governance arrangements, the main requirements of the contract and how it is performance managed with a summary of the main key performance indicators (KPIs).</p> <p>Helen Halfpenny – Client Transport compliance manager Buckinghamshire County Council</p>	1 - 4



INVESTOR IN PEOPLE





To: Overview and Scrutiny Commissioning Committee

From: Helen Halfpenny, Client Transport Compliance Manager,  
Transport for Buckinghamshire

Date: 12 January 2010

Subject: Safeguarding in Client Transport scrutiny review

## **Background**

The Client Transport Service provides Home to School/College Transport, transport for Safeguarded Children and Adult Social Care clients.

Amey Logistics were awarded the Client Transport contract in June 2008 for a period of five years, with an option to extend for a further five years.

Amey act as Managing Agents, ie they manage the service on behalf of the Council. The budget sits with the Council and all transport contracts are let by Amey on behalf of the authority.

In managing the service Amey are responsible for the following key areas:

- Route planning and procurement of transport contracts
- Allocating passengers to appropriate routes
- Risk assessments
- Issuing bus passes to mainstream pupils
- Ensuring drivers and passenger assistants are CRB vetted through BCC procedures
- Training of drivers and passenger assistants
- Monitoring of contracts
- Dealing with complaints and queries regarding transport services

*Transport for Buckinghamshire* is responsible for the Client Transport budget and the contract is managed for BCC by the Client Transport Compliance Manager.

Children and Young People's Services and Adults and Family Well Being Service set the policies and determine eligibility to transport for their service users. The Client Service Areas also share budgetary responsibility and must fund any policy changes or increase in their transport demand/requirements.

## **Contract**

Amey are contracted to provide the above services, for which they are paid a Management Fee as specified in the contract. In addition BCC pay Amey for the costs of the staff who transferred to Amey under TUPE.

An annual Target Cost is agreed with Amey each year, taking account of projected savings, inflation, variations in demand and policies etc. The contract requires Amey to achieve £1.66m per annum of savings, over the first two years.

In addition Amey are paid a margin which is based on a percentage of their management costs. If they do not achieve the target cost, then they forfeit a percentage or all of the margin. If they achieve savings against the target cost, then they are entitled to a percentage of these savings up to a maximum of 10%.

Amey are also required to meet targets for seven Key Performance Indicators:

- PS1 Target cost
- PS2 Punctuality of transport
- PS3 Contract compliance by sub-contractors
- PS4 Monitoring of contracts and transport contractors
- PS5 Customer satisfaction
- PS6 Training of drivers and passenger assistants
- PS7 Reduction of Carbon Emissions

These are reported and monitored monthly.

## **Governance**

The governance of the Client Transport Contract occurs at five levels:

**Client Transport Managers' weekly meetings** - BCC Client Transport Compliance Manager (Helen Halfpenny) and Amey Client Transport Contract Manager (Jim Waddington) meet weekly to review and discuss any concerns/issues – mainly operational issues/work planning etc.

**Monthly monitoring and policy meetings with Service Areas** – separate meetings take place to discuss school transport, children's safeguarding and adult social care transport. These are attended by service area representatives, Client Transport Compliance Manager and Amey. Performance and operational issues are discussed, including any safeguarding issues.

**TRANstat** - *Transport for Buckinghamshire's* monthly performance monitoring board receives and challenges performance, financial and risk reports from Amey. This is also attended by Stephen Bagnall for Children's Services, Caroline Penfold for Adults and Family Well Being and Val Letheren, Cabinet Member for Transportation.

**Client Transport Partnering Board** - Meets quarterly, with four representatives each from BCC and Amey; chaired by BCC Client Transport Compliance Manager. Receives contract performance and financial reports based on monthly reports to TRANstat; considers other matters as appropriate under the terms of reference. Any issues that cannot be resolved are escalated to the Client Transport Management Board.

**Client Transport Management Board** - Meets quarterly (following Client Transport Partnering Board); chaired by Cabinet Member for Transportation. Has a maximum of two representatives from each Service Area, plus BCC Client Transport Compliance Manager and representative from Amey. Receives and reviews quarterly report on the financial performance of the contract. The role of the Board is to agree the Terms & Conditions of the Contract, Budgets and other matters as specified in the terms of reference.

Liaison between Transportation, Amey, Children's & Young People's Services and Adult & Family Wellbeing is key to the success of the contract. This is a prime responsibility of the Client Transport Compliance Manager, who ensures that this occurs through the above formal meetings, but also through informal contact as required.

## **Client Transport under Amey**

Amey have now been managing the Client Transport Service for 19 months. During this time the service has benefited from their commercial acumen, business management and Health & Safety experience:

**Retendering of contracts** – previously all mainstream school transport contracts were retendered on a four-year rolling programme, based on geographic areas. Amey have

retendered all contracts in two tranches – north and south of the county. Special needs school transport contracts have also been retendered. Contracts have been grouped in ‘bundles’, usually based on schools. This has driven down prices and reduced the number of principle contractors. Sub-contracting is permitted and training has been provided to the primary contractors on their responsibilities in managing them. The retendering process benefited from additional procurement and logistics resources from within Amey Logistics.

**Training** – the previous PATS (Passenger Assistant Training) has been supplemented by additional training on child/adult protection and Team Teach. Contractors are now required to fund this training. The training has particularly improved relationships with EBD schools and transport contractors.

**CRB** – all drivers and passenger assistants continue to be CRB vetted by BCC. The decisions on suitability of applicants are now made by BCC HR staff, rather than the Transport Team.

**Safeguarding issues** – these are a standing item on monthly meetings with Service Areas, to ensure that cases have been appropriately dealt with and identify any learning points. These are now also reported to Partnering Board.

**Procedures and working practices** – have all been documented to comply with BSI standards.

**Complaints** – Amey Complaints procedure has been brought into line with BCCs. Stage 1 and (most) stage 2 complaints are dealt with by Amey and stage 3 by BCC.

Helen Halfpenny  
Client Transport Compliance Manager

January 2010

