

## Appendix 1

## Agreed Actions & Follow Up Assessment

Agreed Action			Follow Up Assessment		Complete
Responsibility for the monitoring and reporting of the SEND Travel budget will be assigned to an individual.			<p>The Corporate Director for Education and Learning is the responsible officer for the SEND Travel budget.</p> <p>The SEND Travel Finance Monitoring Group has been formed with twelve monthly meetings scheduled (commencing on 23/09/20) with representatives from both Place and Children's. To date meetings have not been minuted or decisions recorded. A new mechanism for recording decisions will be implemented from the February meeting.</p>		
Priority	1	SWAP Ref: 44024			
Agreed Action			Follow Up Assessment		Complete
An individual from Dorset Travel will attend a monthly SEND Travel budget monitoring meeting along with SEND and Accountancy.			Head of Service for Dorset Travel will be a member of the SEND Travel Finance Monitoring Group. Terms of Reference confirms membership from all required services.		
Priority	2	SWAP Ref: 44025			
Agreed Action			Follow Up Assessment		In Progress
A commissioning strategy for SEND travel will be written with a supporting policy that clearly sets out the roles and responsibilities for both SEND requesting the travel and Dorset Travel who commission the provision.			A full draft strategy is now complete and with Dorset Travel for approval. The team are on their second iteration with few further amendments to be made. Target completion is end of February 2021.		
Priority	1	SWAP Ref: 44026	Responsible Officer	Corporate Director for Education and Learning / Corporate Director for Economic Growth and Infrastructure	Revised Timescale 28th February 2021

Agreed Action			Follow Up Assessment		Complete
Travel requirements will be considered early in the EHC planning process and that it forms part of the annual review.			<p>Appropriate changes to the EHCNA process and Annual Review process have been implemented with the SEND service.</p> <p>Workshops will be undertaken with our parent carer forum and other key stakeholders as part of wider improvements to the SEND service processes, which will factor in opportunities to improve the efficiency by which Children's Services can alert Place to travel requirements. These ambitions are set out in the new Commissioning Strategy and part of the service's continuous improvement activities.</p>		
Priority	2	SWAP Ref: 44027			

Agreed Action			Follow Up Assessment		Complete
Consideration will be given as to whether the current Trapeze system can deliver the service requirements. It is important that all key requirements including commissioning, operational and financial requirements for a new system to manage school transport are identified before tendering for a potential replacement.			<p>Investigations into the suitability of the system to meet the business needs and to perform sufficiently were undertaken. The Trapeze system is not deemed as fit for purpose and therefore a system procurement workstream has been added to our transformation programme of work to procure an appropriate replacement. (Evidence of investigations can be seen in the 'Trapeze Health Check Report').</p> <p>A project working group was established and is now reviewing requirements in collaboration with colleagues from procurement. A timeline to procure optimal systems in the next 6-12 months has been drafted.</p>		
Priority	1	SWAP Ref: 44028			

Agreed Action			Follow Up Assessment		In Progress
A review will be undertaken of the capacity within Dorset Travel with regard to the school transport billing and reconciliation process.			<p>It has been agreed by the Place team that consolidated billing will cease, however in the short term there is no viable alternative to move to. Moving away from consolidated billing will occur in a phased manner and the proposal is to implement any changes at the start of the next financial year (April 2021).</p>		
Priority	2	SWAP Ref: 44029	Responsible Officer	Corporate Director for Economic Growth and Infrastructure	Revised Timescale 30 <sup>th</sup> April 2021

Agreed Action			Follow Up Assessment	Complete
A review will be undertaken of the current consolidated billing process to establish whether this should continue.			A review has been undertaken and a decision made to cease consolidated billing.	
Priority	2	SWAP Ref: 44030		

Agreed Action			Follow Up Assessment	Complete
If the decision is made to keep consolidated billing, a review will be undertaken of the parameters currently in place for checking the bills and the timeliness of these checks being undertaken.			Not applicable as a decision has been made to cease consolidated billing.	
Priority	2	SWAP Ref: 44031		

Agreed Action			Follow Up Assessment	Complete
Steps will be taken to improve data accuracy to ensure that the base budget is more realistic and expenditure can be projected to year end.			<p>Numerous steps have been taken to improve the overall quality of data within Dorset Travel; these include some of the following: updated over 3000 client records with current and accurate data, working with Service Designers to implement new business processes and solutions which will ensure the continued accuracy of our data, incorporated and agreed a planned approach to deliver project outcomes to improve the accuracy of contract and logistic data and move to monthly invoicing – all of which will continue to improve our ability to provide accurate financial and demand focused data. Alongside this, we have also started work on producing KPIs and Management Information which will inform relevant services with insight around current service demand and trends within our spend e.g. number of children on transport and the nature and cost of their transport provision.</p> <p>Children's have undertaken an exercise to cleanse the data on Synergy and have created a live power BI report of EHCP plans in process.</p>	
Priority	1	SWAP Ref: 44032		

Agreed Action		Follow Up Assessment	Completed
Charges for passenger assistants will continue to be recharged monthly from Place to Children's.		Accountancy are recharging passenger assistant costs monthly.	
Priority	3	SWAP Ref: 44033	

Agreed Action		Follow Up Assessment	Complete
Responsibility for checking and approving the monthly SEND passenger assistant recharges will be assigned to an individual.		Children's Services have identified an officer that will lead on the reconciliation of passenger assistants' recharges to ensure they are accurate and approved.	
Priority	3	SWAP Ref: 44034	

Agreed Action		Follow Up Assessment	Complete
A review will be undertaken to ensure that all previous recommendations from both internal and external reviews have been considered and where appropriate implemented.		A SEND Travel Task and Finish Group has been established as a short-term measure until they are satisfied that improvements are embedded successfully. This action is complete and has been consolidated into the improvement plan to be tracked within the other actions in this report.	
Priority	2	SWAP Ref: 44035	