



Assisted Transport Provider Forum - Meeting Notes 3rd April 2024

[Overview slides from the forum](#)

[Quality Improvement slides](#)

Assisted transport operators in attendance:

- Aardvark Mobility
- Axia (Jasly)
- GW Cars (Wendy)
- KB Radio Cars (Riz)
- KAT Transport
- People's Choice Transport
- Sutton Private Hire (Vicky)
- Wallington Cars (Lisa and Jon)
- Terago Operations (David)
- TP Ltd (Adelle)

Attendees from London Borough of Sutton (LBS) and Cognus:

- Helen Cullip (Assisted Travel Manager, Cognus)
- Mauline Blake (Quality Improvement Manager, LBS)
- Esther Fatoba (Commissioning and Project Officer - LBS)
- Anna Jones (Commissioning Manager, Education - LBS)
- Chloe Morris (Assisted Travel Team member, Cognus)

1. Welcome/Introductions - Anna Jones

- Attendees introduced themselves and their respective roles.
- Anna explained the Forum is an opportunity for providers to communicate with each other, the commissioner and Cognus Assisted Travel Team. It is a space to feedback what is working well and not so well, as well as a chance for the Council to update all providers on any changes in policy or practice.

2. Home to School Travel Assistance Policy Update - Anna Jones

- Anna provided a update on the travel assistance policy ([see slides](#)):
 - Through a consultation exercise in December, a number of proposals were put forward. The following have been agreed by the Council:
 1. Promotion of independent travel training and personal travel budgets.
 2. Ceasing support for children not of statutory school age (excluding rising fives).
 3. Families to contribute to post-16 students' travel costs.
 4. Implementation of fixed drop-off and pick-up times.
 5. Reduction of solo transport routes where feasible.

6. Introduction of central pick-up points where feasible.

3. Quality Assurance and Compliance - Mauline Blake

- [Mauline's Quality Improvement Slides](#)
- Mauline explained the importance of Quality Assurance and Compliance and set out our assessment approach.
- Providers are required to engage with the Annual self-assessment that evaluates recruitment, safeguarding, and training. This is to ensure current requirements and standards are being met.

4. Adam DPS feedback - Helen Cullip

- Overall, providers fed back that they are satisfied with ADAM functionality, finding it straightforward and transparent.
- A request was made for clarification on payment responsibility.

5. Provider feedback and Q&A session - All

- Attendees were put into breakout groups to discuss and provide feedback on any area but with suggested focus on :
 - relationships and communications
 - Staff training
 - route optimisation.
- Positive feedback was received from providers about their relationship and communication with the Cognus Assisted Travel Team.
- Small business commented they felt supported and able to bid on routes they may not have been able to without DPS in place.
- The manifest should show the ages of the children on the route.
- Feedback showed a commitment by attendees to improved relationships.

6. Any other business - There was none

7. Next forum

- A poll was taken to consider the frequency of the Provider Forum. The majority requested the Forum be held every six months.
- Anna will send out a date for the October Forum.

Actions from the meeting

1. Clarification on payment responsibility in adam - Helen
2. Include children's date of birth in manifests - AT team.
3. Arrange next forum in October - Anna