

**NORTH LANARKSHIRE COUNCIL**  
**REPORT**

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| To: Education (Resources) Sub-committee | Subject:<br><br>School Transport Contracts arranged by SPT : Performance Review |
| From: Director of Education             |   |
| Date: May 1998                          |   |
| Ref: MM/RD                              |   |

**Summary**

This report reviews the mainstream transport arrangements and has been prepared to ensure that the financial performance of the contract, the agency role of SPT and the general performance of transport contractors are subject to scrutiny by the sub-committee.

**Recommendations**

The resources sub-committee is recommended :

- (i) to note the performance of the home to school transport contracts arranged by SPT.
- (ii) to request the submission of further performance reports to future meetings of the sub-committee.

*Michael O'Neill*

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**NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION****School Transport Contracts arranged by SPT : Performance Review****Report by the Director of Education**

## 10 BACKGROUND

- 1.1 This report is part of the regular monitoring of school transport contracts arranged by Strathclyde Passenger Transport ( SPT ) for the education department. The contract monitoring report covers the period 5 January 1998 to 3 April 1998 and includes the checks on school contracts carried out by SPT customer care inspectors. The financial report covers the period April 1997- March 1998.

## 2 CONTRACT MONITORING

2.1 Contract checks

Within the North Lanarkshire Council area 64 primary school contracts ( 52.89 % of total contracts ) and 81 secondary school contracts ( 55 % of total contracts ) have been checked. These included feedback from head teachers, adherence to timetables and the provision of adequate seats.

In a number of cases particularly where complaints had been received, more than one check was made.

2.2 Vehicle Inspections

Mechanical inspections are currently being carried out by SPT examiners. Further results will be reported regularly to the sub-committee.

2.3 Action against poor performance

During the period 5 January 1998 to 3 April 1998, a total of 100 warning letters were issued to contractors for failing to meet the required performance. Following appeals by operators, 11 warning letters were withdrawn.

In addition, a total of £11,394.21 was deducted from payments due to contractors from the period between 9 November 1997 and 28 March 1998.

## 3 OPERATION COACHMAN

- 3.1 During the period 9 - 20 March 1998, Strathclyde Police carried out an intensive programme of checks on school buses under the name "Operation Coachman". SPT customer care and engineer inspectors assisted in the operation.

- 3.2 A report on "Operation Coachman" by Strathclyde Police is expected, the results of which will be included in a future performance review report to the sub-committee.

#### 4 FINANCIAL PERFORMANCE

- 4.1 Table 1 below shows the estimated expenditure for 1997/98.

Table 1 : Financial Performance

|             | Budget     | Projected Actual | Projected Variance |
|-------------|------------|------------------|--------------------|
| Expenditure | £1,910,840 | £1,964,632       | £53,792            |

- 4.2 The current projected actual spend for 1997/98 shows an estimated overspend of £54,000. It has been restricted to this figure as a result of management action, budget adjustments and 1997/98 budget credits. It might be further reduced because claims have been made against contractors who were suspended from contracts during the year. These are currently under negotiation.

#### 5 RECOMMENDATIONS

- 5.1 The resources sub-committee is recommended :
- (i) to note the performance of the home to school transport contracts arranged by SPT,
  - (ii) to request the submission of further performance reports to future meetings of the sub-committee.

MM/RD  
May 1998.

*Michael O'Neill*