

NORTH LANARKSHIRE COUNCIL

7

REPORT

To: EDUCATION RESOURCES (SUB) COMMITTEE		Subject: SPECIAL NEEDS TRANSPORT QUALITY REPORT
From: DIRECTOR OF EDUCATION		
Date: 29 SEPTEMBER 2004	Ref: MM/KF	

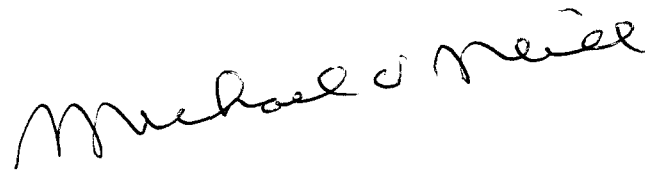
Purpose of Report

The purpose of the report is to advise members of the checks carried out by SPT on special needs contracts for session 2003/2004.

Recommendations

The education resources (sub) committee is recommended to:

- (a) note the performance of the special needs contracts arranged by the education department and inspected by SPT



Members wishing further information about this report should contact:

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NORTH LANARKSHIRE COUNCIL : EDUCATION DEPARTMENT

DIRECTOR OF EDUCATION

Special Education Needs Quality Report

1. Introduction

- 1.1 This report is for school session 2003/2004. It covers checks on special education needs contracts operated for North Lanarkshire Council carried out by SPT's customer care inspectors.

These checks are carried out to the same standards as those on "mainstream" school contracts. The monitoring takes into account the additional requirements of pupils being provided with SEN transport.

2. Background

- 2.1 The monitoring of SEN contracts is undertaken, where possible, in conjunction with the monitoring of mainstream education contracts to minimize the costs to the council.
- 2.2 The monitoring of SEN contracts is undertaken on both a proactive and reactive basis. Pro-active monitoring is based on a programme of checks with the aim on checking as many contracts as possible during the school year. However, where complaints are received, re-active monitoring takes place with intensive checks being made on both the contracts concerned and the operator of the contracts. Additionally, where complaints are received regarding vehicles, arrangements are made to have the vehicles inspected by SPT's engineering inspectors.
- 2.3 As a consequence of the need to react to complaints, there are occasions where the planned contract checks have to be postponed to enable sufficient resources to be available for intensive checking. It should be noted that demands to monitor mainstream contracts can impact on the planned monitoring of contracts.

3. Monitoring at Schools

- 3.1 The monitoring of contracts at schools is designed to check the arrival and departure times of the transport and to check that the contractors are providing vehicles that meet the needs of the pupils being transported. The inspectors also check that seatbelts and wheelchair restraints are being correctly used and that any special equipment specified by the Council is used correctly.

- 3.2 During the period 18 August 2003 to 25 June 2004 inclusive, a total of 54 checks were undertaken at various schools as shown in the table below.

Period Ending	Checks at Primary Schools	Checks at Secondary Schools	Checks at SEN Schools
31-Aug-03	0	0	0
30-Sep-03	0	0	0
31-Oct-03	1	0	2
30-Nov-03	2	2	3
31-Dec-03	3	1	2
31-Jan-04	4	1	5
28-Feb-04	2	1	2
31-Mar-04	4	0	5
30-Apr-04	3	1	1
31-May-04	2	1	2
30-Jun-04	1	1	2
Total number of checks	22	8	24

4. Monitoring of contracts.

- 4.1 During the period a total of 334 contract checks were undertaken by SPT's customer care inspectors, as shown in the table below.

Period Ending	Number of Contracts Checked (Primarys)	Number of Contracts Checked (Secondaries)	Number of Contracts Checked (SEN)
31-Aug-03	0	0	0
30-Sep-03	0	0	0
31-Oct-03	2	0	22
30-Nov-03	2	5	49
31-Dec-03	31	1	13
31-Jan-04	25	2	47
28-Feb-04	13	10	11
31-Mar-04	14	0	39
30-Apr-04	4	4	3
31-May-04	5	4	5
30-Jun-04	1	3	19
Total number of checks	97	29	208

5. Monitoring of Vehicles

- 5.1 As part of the monitoring exercise, the inspectors also monitor the vehicles used on contracts. This monitoring covers such aspects as the general condition of the vehicle, checking for example to see that it is correctly licensed and has the appropriate safety equipment, seat belts, wheelchair lifts or ramps, communication devices (radio or mobile telephone) where specified, fire extinguisher and first aid kit.
- 5.2 The customer care inspectors made 315 checks on vehicles operating on special education needs contracts within the North Lanarkshire Council area. The number of vehicles checked are summarised in the following table. A number of contractors use the same vehicles to operate more than one contract and these vehicles will have been checked on more than one occasion.

Period Ending	Number of Taxis Checked	Number of Cars Checked	Number of Minibuses Checked
31-Aug-03	0	0	0
30-Sep-03	0	0	0
31-Oct-03	11	7	2
30-Nov-03	24	15	12
31-Dec-03	22	10	13
31-Jan-04	30	23	11
28-Feb-04	27	7	0
31-Mar-04	30	13	7
30-Apr-04	9	0	2
31-May-04	10	0	4
30-Jun-04	12	9	5
Total number of checks	175	84	56

6. Multi-Agency Monitoring

- 6.1 Strathclyde PTE actively co-operates with the Vehicle Operator Services Agency (VOSA) Strathclyde Police and H. M. Customs and Excise. VOSA concentrates on ensuring that vehicles are roadworthy. The police make sure that vehicles and drivers are correctly licensed in addition to taking action if VOSA finds unroadworthy vehicles. H. M. Customs and Excise teams check to ensure that the fuel used is legal for use in road vehicles.
- 6.2 These joint inspections were carried out in the morning when buses and taxis arrived at schools to minimise disruption to both pupils and schools. The inspections were aimed at ensuring that vehicles were roadworthy and that all requirements of the contracts were met.

- 6.3 Vehicles were checked by SPT customer care inspectors to ensure that the conditions of contract were being complied with whilst the police and Vehicle Operator Services Agency examiners, assisted by the PTE's Engineering Inspectors, inspected the vehicles to determine that they were being operated legally and were in a roadworthy condition.
- 6.4 In the North Lanarkshire Council area, these initiatives resulted in a total of 11 being inspected. The schools where inspections under this initiative were carried out are listed below.

Date	School	Number of Vehicles Inspected
26/3/2004	Campsie View School, Kirkintilloch	2
29/3/2004	Stanmore House, Lanark	9

Full details of the vehicles inspected and the results of the inspections can be found on appendix 1.

Recommendations

The education resources (sub) committee is recommended to:

- (a) note the performance of the special needs contracts arranged by the education department and inspected by SPT

Appendix 1

Strathclyde Police, Vehicle Inspectorate & SPT Joint Checks 2004

Date	School	Registration Number	Vehicle Type & Seating Capacity	Operator	Result of Check
26/3/2004	Campsie View School	W217 XHS	Hackney - 5	East Dumbartonshire TOA	Vehicle found to be satisfactory
26/3/2004	Campsie View School	SC02 NCX	Taxi - 4	Steven & Katherine Berry (T/a Bridgend Radio Cars)	Vehicle found to be satisfactory
29/3/2004	Stanmore House	P313 WDG	MB - 6 +1W	Gerry Gallacher (T/a Gerry's Minibuses)	Vehicle found to be satisfactory
29/3/2004	Stanmore House	G786 VAS	MB - 4 + 2W	Richland (Scotland) Ltd.	Vehicle found to be satisfactory
29/3/2004	Stanmore House	K274 KTS	Car - 4	S & D Cars	Vehicle found to be satisfactory
29/3/2004	Stanmore House	M124 RKD	MB - 6 + 2W	Gerry Gallacher (T/a Gerry's Minibuses)	Vehicle found to be satisfactory
29/3/2004	Stanmore House	F289 YSC	MB - 1 +3W	Richland (Scotland) Ltd	Delayed Prohibition: NSF suspension defective
29/3/2004	Stanmore House	E305 JTS	MB - 3 +3W	Bellefield Travel Ltd	Immediate Prohibition: Load sensing valve inoperative
29/3/2004	Stanmore House	R368 KRH	MB 4 + 1	Gerry Gallacher (T/a Gerry's Minibuses)	Delayed Prohibition: Fuel Leak
29/3/2004	Stanmore House	M393 ENS	MB - 1 + 3W	Gerry Gallacher (T/a Gerry's Minibuses)	Vehicle found to be satisfactory
29/3/2004	Stanmore House	M358 EGD	MB - 5	Richland (Scotland) Ltd	Delayed Prohibition: oil leak

Notes:

MB – Minibus (9 – 16 passenger seats)

W – Number of wheelchair spaces

All of the vehicles operated by the undernoted contractors were found to be in a satisfactory condition, with no defects being found:

East Dumbartonshire TOA

S & D Cars

QUALITY DEVELOPMENT SERVICE

DUTY OFFICER ROTA

DAY	Week Beginning 18 th October 2004	Week Beginning 25 th October 2004	Week Beginning 1 st Nov 2004	Week Beginning 8 th Nov 2004	Week Beginning 15 th Nov 2004	Week Beginning 22 nd Nov 2004	Week Beginning 29 th Nov 2004	Week Beginning 6 th Dec 2004	Week Beginning 13 th Dec 2004	Week Beginning 20 th Dec 2004
Monday	TBA	David Craig	Pat McAndrew	Phil McGhee	Jim Phillips	Joe Bancewicz	Mary Devine	Therese Henery	Jim Lawson	Peter McGhee
Tuesday	TBA	Brian Kelly	Joe McAvoy	Moira McLaren	Gerry Shields	Alison Cameron	Tommy Doherty	George Kavanagh	Pat McAndrew	Phil McGhee
Wednesday	TBA	Morag Gebbie	Ann McDonald	Stephen Moore	Jim Beers	Jim Beers	John French	Isabelle Kennedy	Joe McAvoy	Moira McLaren
Thursday	TBA	Henry Laughlin	Norrie McKay	John O'Dowd	Trish Wilson	Bill Connolly	Archie Ferguson	Brian Kelly	Ann McDonald	Stephen Moore
Friday	TBA	Jim Lawson	Peter McGhee	Jim Park	Anne McCrossan	David Craig	Margo Hackland	Henry Laughlin	Norrie McKay	John O'Dowd