

01/02/2024

FAQ - CYPTS Transport Services

The Children and Young People's Travel Service has recently established a new framework for transport providers which will improve the service you receive. We want our service to be customer focused and one that meets all of your child's needs.

We have written to all parents & carers who's children receive transport, this document is to answer any additional questions.

If you have further questions, please contact our contact centre on 0121 303 4955

The FAQ's will continued to be updated as we transition to our new providers.

1. Why is this happening now especially in the middle of the school year?

There was a legal requirement to set up a new framework of transport providers and we are working as quickly as possible to implement this. A new specification has been produced which we think will improve standards and we will look to establish longer contracts where possible. By also moving to the new framework we will be able to continue to deliver our service to you on a sustainable basis, ensuring we secure this statutory service for our children and young people, and making sure the Council and you as our tax payers get better value for money.

2. Will there be a meet and greet with the provider before the change goes ahead?

Providers will be in touch with you during March to undertake "meet and greets" so that hopefully things will run smoothly.

3. When will I know if my child's transport provider has changed or not and the date of change?

We will write to you with more information in March when we'll let you know if your transport provider will be changing and when you will be able to meet the new provider.

4. What happens if my child struggles to settle in the new arrangement?

Change is always difficult, particularly so for some children with SEND. All our providers have strong experience and the appropriate training to work with children and young people with SEND and therefore we have confidence that they will be able to support you through any new arrangements. Providers will be in touch with you during March to undertake “meet and greets” so that hopefully things will run smoothly. Our providers will be in regular contact with us to inform us should there be issues. We do please request you allow the new crew and route time to settle.

5. Will I be able to contact the provider directly?

You will be provided with the contact number of the provider.

6. Will the Passenger Assistant remain the same on my child's route?

In the majority of cases, the passenger assistant will change if the provider changes.

Where a passenger assistant has specific training to meet a child's needs, every effort will be made to ensure the passenger assistant remains even if there are changes to the provider.

Any new passenger assistants will be introduced during the “meet and greets”