

Tuesday 19th January 2021

RE: Parent Consultation regarding Birmingham's Home to School Transport Service

At the start of the academic term the Travel Assist service, a critical resource for families to ensure children can get to school, failed to deliver on its objectives.

At City Council on 15 September 2020, the Council asked the Chief Executive to launch an independent inquiry into the Travel Assist service. The purpose of this inquiry was to identify and understand the underlying root causes of the performance issues and set out what needs to be done to improve the service on a sustainable basis. The City Council commissioned Ernst & Young LLP, an organisation with a decade of experience of working with local authorities and transforming services to undertake this inquiry to provide us with an independent view on what needs to change and why.

This is a critical service supporting children and their families in accessing education. As a Council we are committed to a transparent and open dialogue with key stakeholders about how we are performing and what we can do better.

Following a session on the 24th November where EY presented the findings of the report to parents and carers, we would therefore like to invite you to further consultation sessions where around the service and report that will be published in an addendum to the report. You will have the opportunity to ask questions, provide further comments, and to help shape our next steps.

The sessions will take place over Zoom on the following dates, please click the links to book your place and invites will be sent out closer to the date to access the meeting:

20th January 18:00 to 19:30

<https://www.eventbrite.co.uk/e/parent-carer-consultations-on-birminghams-home-to-school-transport-tickets-136936431553>

21st January 10:00 to 11:30

<https://www.eventbrite.co.uk/e/parent-carer-consultations-on-birminghams-home-to-school-transport-tickets-136936983203>

25th January 19:30 to 21:00

<https://www.eventbrite.co.uk/e/parent-carer-consultations-on-birminghams-home-to-school-transport-tickets-136937699345>

27th January 13:00 to 14:30

<https://www.eventbrite.co.uk/e/parent-carer-consultations-on-birminghams-home-to-school-transport-tickets-136937859825>