

SEND transport update

16/06/2021

Home to School Transport

Dear Parent or Carer

We write to update you on the 'Home to School' transport news in readiness for the new term in September.

In addition to existing routes due to continue for a further two years, from September 2021, Birmingham City Council has awarded 'Home to School' transport contracts previously held exclusively by National Express Accessible Transport (NEAT) to be delivered going forward by both AFJ Travel Ltd and to National Express Accessible Transport.

These operators have great experience of delivering accessible transport and were assessed as the successful suppliers in a rigorous bidding system (assessing quality and price) which guides how Birmingham City Council awards its contracts.

We recognise that both the City Council and its chosen travel operators are on an improvement journey and we want to reassure families that we are working with all our suppliers to provide a much better service going forward. The Council has made huge investments in a new and very experienced transport team led by experts in their field.



What happens next?

We (either the Council or the operator) will be in regular touch over the coming months to let you know:

- Your operator details
- Your guide details
- Your route details
- Your drop off and pick up times
- Details of your meet and greet session

If you have any questions in the meantime, please do not hesitate to contact us.

If you have any questions for the team, please contact the Parentlink service who will be pleased to help you. Alternatively, you can leave feedback on the Local Offer website.

www.localofferbirmingham.co.uk/

Parent Link Service - Tel: 0121 303 8461
Email: Parentlinkservice@birmingham.gov.uk

PO Box 16289, Birmingham, B2 2XN

The Local Offer website

...is a rich source of information for parents, carers and children & young people with SEND. Please also see the website for transport updates.

www.localofferbirmingham.co.uk

Now live and packed
with information
to help children
with SEND



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