

No	Area for improvement or review	Progress to date	Risk, issues and constraints	Mitigation	Date reviewed	Target date	Completion date	Status (RAG)
1	Website content (code of conduct)	Revised document and published on Kent.gov.uk.	None identified.		06/03/23	01/04/23	06/03/23	
1	Website content (process mapping for public)	Process map drafted and sent to PACT for review.	No risks as deemed service improvement. Constraints are engaging with PACT in light of email from Sue McGibbon regarding ongoing relationship with PACT. Require input from parents view to seek confirmation it is beneficial, may impact delivery date but does not affect service operation.	Await Sue McGibbon discussion on 13th April 2023 with PACT before proceeding.	31/03/23	01/06/23	N/A	
1	Website content and layout	None until process map concluded.	As per entry above, seeking clarity.	As above, seeking clarity.	31/03/23	01/09/23	N/A	
2	Comms: parent info sheet	Drafted and sent to client team, KSENT and PACT for review.	Risk: May not capture necessary information or to complex but no risk to service delivery. Constraint: awaiting feedback from PACT due to concerns raised above.	Seek feedback from all groups to ensure it captures relevant info. Await results from Sue McGibbons discussions with KENT PACT. Meeting scheduled for 20th April 2023 to discuss with PACT trustees.	18/04/23	01/06/23	N/A	
3	Comms: letters to service users	None until travel passport and what you can expect document to be completed.	No risks. May need to wait for comms to agree content due to other workload pressures in their team. Cannot start until entry above is complete.	Early engagement with comms	31/03/23	01/09/23	N/A	
4	Comms: notification of service change due to notice issued by operator	Addressed by changing practice within team by actioning within two days of receiving notice. This avoids repeated comms and reduces parent concern.	None identified.	Not applicable	24/01/23	01/03/23	24/01/23	
5	Service improvement: Travel passport	Draft produced by CYPE. Awaiting confirmation from HTST board and seeking further feedback from teams and schools.	Risks: how the information will be managed and kept safe. Does not impact service delivery so risk is low. No other issues or constraints.	Seek agreement from data protection team and undertake risk assessment before going live.	31/03/23	01/06/23	N/A	
6	Service improvement: operator awareness sessions held by schools	Seeking updates from KSENT group to gain buy into concept. Some schools have already agreed but awaiting final sign off before agreeing content and scope of sessions to be delivered.	Risks: not all schools wish to deliver the awareness sessions. Time for schools to prepare and deliver the training. Would only cover Kent Special schools, those pupils travelling outside of Kent would not experience the benefit of the session. Constraints are for all KSENT schools to agree to deliver the sessions, have to wait for their KSENT meetings.	Review status with schools and demonstrate the benefits of delivering such sessions for their students to improve long term attainment, and reduce the volume of transport related enquiries received by schools and KCC.	31/03/23	31/12/23	N/A	
7	Service improvement: TSO planning tool	Draft papers to CMT and technology boards. Awaiting decision from senior leaders.	Risks: if not implemented it may impact the integrity of the transport network due to manual planning being required. Constraints are seeking agreement from CMT- new date to discuss at Strategic reset board 20th April 23.	No mitigation.	18.04.2023	N/A	N/A	
8	Service improvement: creating additional capacity to meet demand	Tenders released to seek capacity for September 2023. Results returned and further discussions being held with transport operators who submitted proposals.	Risks: No responses to tender due to national driver shortage.	Early sending of tenders to enable commercial market to prepare for future transport activities.	18/04/23	01/07/23	N/A	
8	Service improvement: creating additional capacity to meet demand	CYPE exploring commissioning schools to deliver services.	Risks: TBC by CYPE.	TBC by CYPE	TBC by CYPE	TBC by CYPE	TBC by CYPE	TBC by CYPE
9	Process improvement (internal): procurement process/ evaluations	None	Risks: corporate tool that all services use for procurement but it does not meet service need. Continues to hinder teams ability to process proposals from operators. Constraints: lack of resource in commissioning to support workstream.	Not yet identified.	31/03/23	01/01/24	N/A	
10	Service improvement: Clients with complex needs and medical needs	Initial meetings held with NHS to develop a governance framework. Paper written and drafted for HTST board.	Risks: Lack of engagement and supported from NHS to support transport requirements. Resources from the commercial market to deliver services. Constraints: time for NHS and KCC to contribute sufficient resources.	Seek agreement from HTST board to proceed with developing a commissioning plan. To address what resources are needed and costs involved. Seek availability from commercial sector to deliver training for transport operators- to be supported by NHS.	27/03/23	01/01/24	N/A	
11	Service improvement: improving service from commercial sector	Attended operator induction session held by PT business manager. Reviewing content of info shared with operators.	No risks, issues or constraints	Not applicable	28/03/23	01/01/24	N/A	