

Freedom of Information Request – Response – 27689

For your Home to School Transport service, please answer the following. These are to support a team expansion within our own Authority and to provide comparative data for that decision making process.

1. Service Size – Passengers

Please breakdown your service size as follows:

- *Mainstream Students (Reception-Y11)*
- *SEND Students (Reception-Y11)*
- *Post-16 Mainstream & SEND Students (Y12+)*
- *Other (please state the reason for them not fitting in the above 3 categories)*

This is a snapshot of figures taken in October 2025:

- Mainstream students = 8,163
- SEND Students = 2,837
- Post 16 Students = 739

2. Team Size

Please advise the number of people allocated to this service, and a break down of their roles. As an example, our breakdown is as follows:

Principal Transport Planning Officer x 1 (Team Manager), Transport Planning Officer (x4), Independent Travel Trainers (x2).

The following are all posts in the Passenger Transport Team. The team covers home to school transport, public and community transport, and hosts the local Community Rail Partnerships

Job Role	FTE posts
Assistant Policy and Information Manager	1
Business Intelligence Officer	0.6
Business Support Administrator	1
Business Support Coordinator	8
Community Rail Partnership Officer	1.59
Contract Compliance Manager	1
Contracts and Compliance Officer	2
Contracts and Services Manager	1
Data and Intelligence Administrator	1
Data and Intelligence Manager	1
Enhanced Partnership Marketing Manager	1
Integrated Transport Manager	1
Monitoring and Enforcement Officer	1

Policy and Information Manager	1
Project Manager	0.86
Rural and Green Transport Manager	1
SEND Travel Officer	1
Senior Data Officer	1
Senior Finance and Data Officer	1
Senior Network Planner	10
Senior Transport Officer Entitlement and Appeals	5
Senior Transport Officer Safeguarding	1
Senior Transport Officer Travel Training Coordinator	1
Service Delivery Manager (Social Care)	1
Transport Development Manager	2

3. Service Responsibility

Please advise which of the following your team is responsible for and indicate numbers of staff allocated from the above staffing numbers. If all staff complete all elements, please complete the table only with responsibilities completed but just indicate that the responsibility is split across the staff.

Responsibility Staff Allocated

Eligibility / Applications

Contract Management

Procurement

Health & Safety

Compliance

Appeals

Projects

Invoicing / Finance

Anything else (please expand the table as needed)

Please also include any supporting comments for the above if they don't quite fit the responsibility of the team.

The Passenger Transport team is not structured to these responsibilities. Below are the areas of work the job roles sit within.

Service area	Job role
Contracts and Services (SEND and ASC transport route planning, contract management, contract compliance, safeguarding, procurement)	Contracts and Services Manager, Service Delivery Manager (Social Care), SEND Travel Officer, Business Support Coordinator (0.6) Contract Compliance Manager, Contracts and Compliance Officer, Monitoring and Enforcement Officer, Business Support Coordinator (2), Senior Transport Officer Safeguarding, Senior Network Planner (7)
Data and Finance Team (Financial management and forecasting, reporting, systems management,	Data and Intelligence Manager, Enhanced Partnership Marketing Manager, Business Intelligence Officer, Senior Data Officer, Senior Finance and Data Officer,

marketing and information, bus services/stops management)	Business Support Coordinator (2), Data and Intelligence Administrator, Business Support Administrator
Project Management	Project Manager
Integrated Transport Section (Public bus, EP, mainstream school travel, Community Rail, Community Transport, Roadworks)	Integrated Transport Manager, Rural and Green Transport Manager, Transport Development Manager, Community Rail Partnership Officer, Business Support Coordinator (1) Senior Network Planner (3)
Policy, Information & Entitlement (Entitlement, Travel Training, Appeals)	Policy and Information Manager, Assistant Policy and Information Manager, Senior Transport Officer Entitlement and Appeals, Senior Transport Officer Travel Training Coordinator, Business Support Coordinator (2)

4. Contracts Held

Please indicate the number of contracts held broken down as follows:

- Mainstream:
- SEND:
- Post-16:

Contracts held in 2025-2026 financial year, this is a snapshot from October 2025. We do not record contracts transporting Post-16 passengers separately.

- Mainstream = 345
- SEND = 1,139
- Parent agreements & Personal transport budgets = 297

5. Annual Budget

Please provide your approximate annual budget for all Home to School Transport activities for 2026/27 (or 2025/26 if the new financial year is not confirmed yet).

The following is the outturn for 2025-2026 as this relates to the passenger and contract figures provided

- Mainstream = £14,115,286.21
- SEND = £38,989,261.21

6. Directorate

Which Directorate does Home to School Transport sit within?

Does Home to School Transport hold the budget or does this sit with another team, and if so which team?

The Passenger Transport team is in Growth, Highways and Infrastructure.

The budget for home to school transport sits with Children and Young People Services.

7. Team Contact

Please provide an email address for the Home to School Transport Service (a shared or generic inbox is fine).

passengertransportinvoices@suffolk.gov.uk