

Dear Parent or Carer

I write to you as we make our final preparations for the school transport for your child/children for the start of the new school year. If you have not already received a letter about transport, you will be hearing from both the City Council and your transport provider (the bus or taxi firm which transports your child/children) in the coming few days with the details of your transport, your meet and greet and pick up and drop off times. We do appreciate your patience and appreciate that it is vital that you have this information as soon as possible.

You may have heard that the City Council has terminated our contract with North Birmingham Travel (NBT) and we are aware that this may have created some anxiety for families that have relied on NBT for their Home to School Transport. I write to reassure you that we have secured an alternative supplier, Healthcare and Transport Services (HATS) to take over the contract previously operated by NBT. You may wish to read more about them here: [www.hatsgroup.com/our-services/home-to-school-transport-services/](http://www.hatsgroup.com/our-services/home-to-school-transport-services/)

I am aware that some people will have heard this news via social media in the first instance, and I apologise that you are only just hearing from us formally. If you have received a letter already stating that NBT will be your transport provider for next term, apologies, that will now have changed to HATS.

The issues that we uncovered with NBT arose as we carried out additional compliance checks on providers relating to their readiness for the new school year. This is a rigorous set of checks that we now perform to ensure that the highest levels of health and safety are in place at all times. During these checks, we found that NBT had not reached the high standards that we require. We have acted quickly to replace the supplier, which is now HATS and we are now transferring existing travel arrangements across to the new provider. We are also working to minimise any disruption to families following this change in provider.

HATS are a national provider of Ambulance and Home to School Transport and they have committed to providing a first class service for our families and children from for start of the new academic year. HATS have significant experience providing school transport at a number of other authorities including a large number of London boroughs and the Welsh Government.

I hope that this answers any questions you may have about Home to School transport for September, however as always, if you have any queries or comments please contact the Travel Assist team who will be able to help. There is also detailed information about Home to School Transport on the Local Offer website - [www.localofferbirmingham.co.uk/home-to-school-transport/](http://www.localofferbirmingham.co.uk/home-to-school-transport/)

Your sincerely

**Mary Jefferson**

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