

# 365

## RESPONSE

**Home to School  
Transport Management System**

*Making difficult transport easy.*



# Transport Management System

1  Application

2  Assessment

3  Planning

4  Supplier Procurement

5  Compliance

6  Route Delivery

7  Finance

8  Reporting



# WHO WE ARE

At 365 Response we work with multiple Councils across the UK and Europe to **digitalise the process of Home to School Transport** and help you to raise the standard of services. Safeguarding is at the heart of everything that we do. Our 365 Transport Management System exists to offer an **end-to-end solution** and drives **considerable improvements** for Councils, service users, families, guardians, carers, schools and transport providers.

We challenged ourselves to deliver game-changing technological solutions, **facilitating meaningful improvement** across communities nationwide, and we promise to keep doing exactly that.

You will receive **dedicated** support, account and project management, and a **genuine** group of individuals who want to help - share your concerns so that we can resolve them. After all, we adapt and grow by **listening** and **learning** from your firsthand experiences!



# 365

TRANSPORT  
MANAGEMENT  
SYSTEM



*Book a Demo!*

The 365 Transport Management System **Home to School Solution** is a dynamic, market-leading digital platform. The system has user-specific apps and provides integrated vehicle and user records.

Working closely with Councils, schools, families and transport providers, we have identified **key issues faced by all** and purpose-built our 365 Transport Management System to help provide **digital solutions**.

**Our technology delivers automated route planning, real-time tracking of journeys and resource management.** The system provides role-based access permissions (RBAP), restricting the access of sensitive information in relation to each position and guidelines.

# INTEGRATED APPLICATIONS

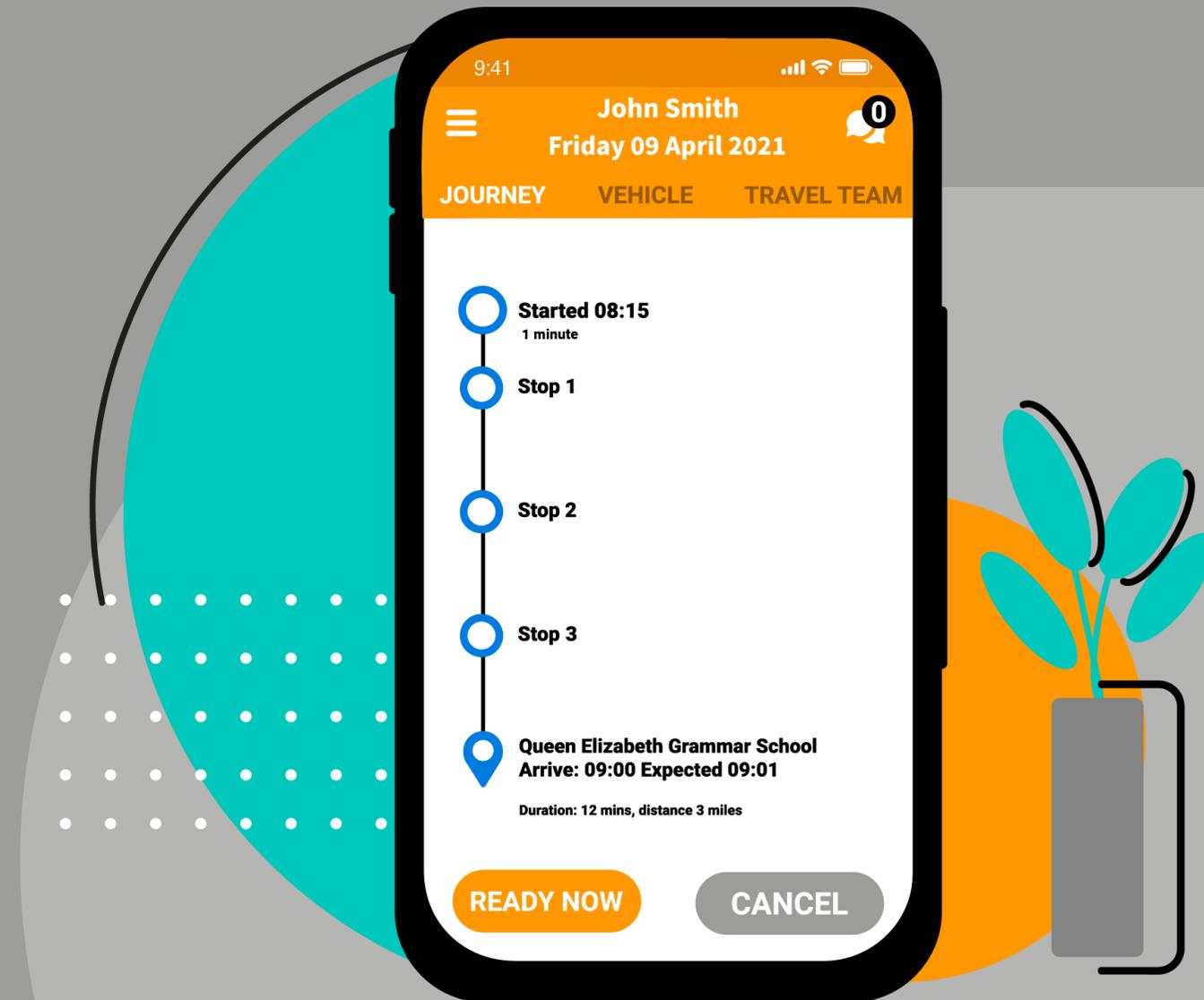
The 365 Transport Management System has a dedicated suite of **user-specific apps** that help provide up-to-date information and complete visibility on the journey, route, and personnel.

The **Parent & Carer App** allows parents and guardians **online account self-management**, resulting in reduced calls and administration time for Councils, and significantly reducing anxiety with increased controls. Users are able to manage journeys, making changes as needed (such as cancelling), and full vehicle tracking provides complete peace of mind when the child or young person is on their journey.

The **Driver App** helps support internal fleets and third-party transport providers by providing **detailed shift information** all in one place. It features a configurable **mandatory vehicle check** and provides the driver with temporary access to a **condensed Pupil Care Plan and risk assessments**. This enables them to adequately prepare any equipment or necessary steps for travel, including any comfort steps or health issues to be aware of.



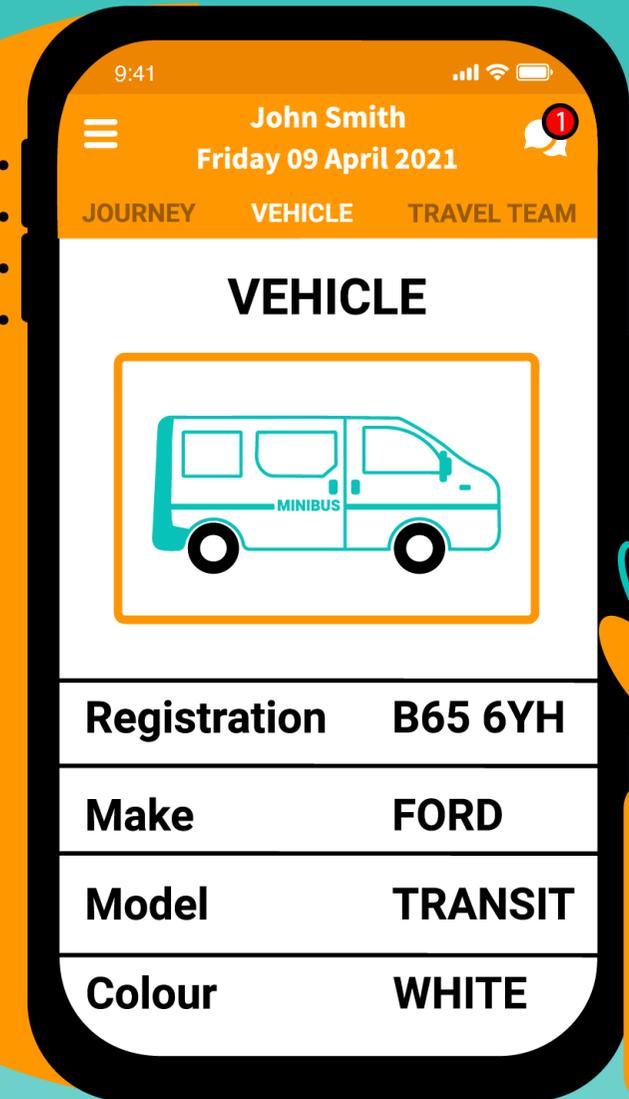
- BOOKING INFORMATION
- BOOKING MANAGEMENT
- LIVE JOURNEY INFORMATION
- TWO-WAY COMMUNICATION
- SECURE ACCESS TO DRIVER INFORMATION



# PARENT & CARER APP

Peace of mind for parents and guardians about the safety and location of their child on their route to and from school.

- DAILY SCHEDULE
- DAILY VEHICLE CHECKS
- SECURE ACCESS TO CARE PLANS & RISK ASSESSMENTS
- LIVE GPS LOCATION
- TIMESTAMPS
- INCIDENT LOGGING
- SECURE IN-PLATFORM MESSAGING



## DRIVER APP

Ensuring children arrive to and from school safely and efficiently.



*Book a Demo!*

# ASSESSMENT

At 365 Response, we configure the system to reflect government eligibility processes specific to the Local Authority. Ensuring that there is a **comprehensive eligibility process provided within the platform** means that we can accurately reflect policies and practices **in line with statutory DfE guidance**. The platform allows parents to easily apply for transport and review each stage of the process, receiving a real-time decision from the Council.

The 365 Transport Management System features an Appeals module that provides a **clear audit trail** of the full application process and any relevant **accompanying documentation**. Parents/guardians can appeal any transport decisions easily and **keep track of documentation and progress with ease**.





*Book a Demo!*

# PLANNING

Councils using the 365 Transport Management System are able to provide the **safest, fastest and greenest routes to education.**

The **advanced routing algorithm** enables journeys to be automatically planned, based on real-time traffic information.

Councils can **easily allocate passenger assistants and drivers** to the relevant routes and vehicles using our scheduling functionality. Additionally, staff and transport providers have access to the system, enabling them to **manage their own availability and accept or reject work with ease.**



# SUPPLIER PROCUREMENT

The 365 eProcure DPS (Dynamic Purchasing System) provides a **competitive marketplace of approved transport providers for SEND and social care transport**. Approved providers are able to join the relevant framework and bid for any transport tenders posted by the Council.

The eProcure DPS supports the Council with **long-term and ad-hoc bookings**, allowing them to book short-term, on-day transport requirements with ease.

Councils are able to **save valuable time in the booking process by utilising the DPS**, which provides them with transport suppliers at their fingertips.



*Book a Demo!*



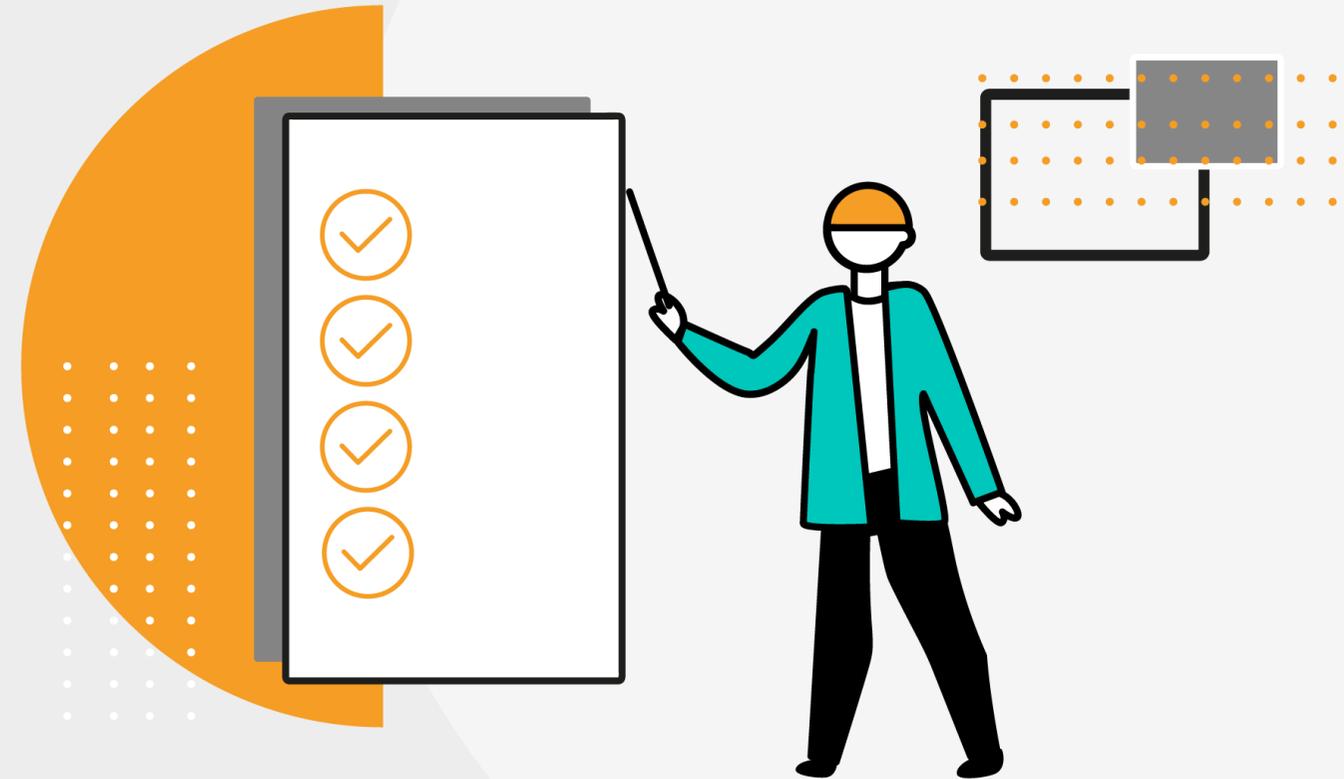
# COMPLIANCE

**Safeguarding** children and young adults comes with high levels of compliance and risk management, which is why we have a full module within the platform to help you keep track of important information. The 365 Transport Management System features a comprehensive module designed to **reduce the manual task** of managing compliance information.

A full dashboard gives a **detailed overview of staff and vehicle compliance**. Information such as driver licensing, vehicle insurance, DBS checks and deep clean status are all available in a dashboard. Notifications and reminders are automated within the system to ensure robust compliance and **effective management** of information.

Overall, the platform supports you in maintaining **the highest standards** and achieving **excellent relationships** with transport providers and families.

- **FLEET MANAGEMENT & VEHICLE COMPLIANCE**
- **STAFF COMPLIANCE**
- **INCIDENT MANAGEMENT**
- **TRANSPORT PROVIDER MANAGEMENT**
- **DOCUMENT MANAGEMENT**



- OPERATIONAL OVERVIEW
- REAL-TIME UPDATES
- ROUTE MANAGEMENT  
(CONTRACTOR & IN-HOUSE)
- REAL-TIME NOTIFICATIONS
- PROVIDER ENGAGEMENT



## ROUTE DELIVERY

Enabling a highly efficient transport department.

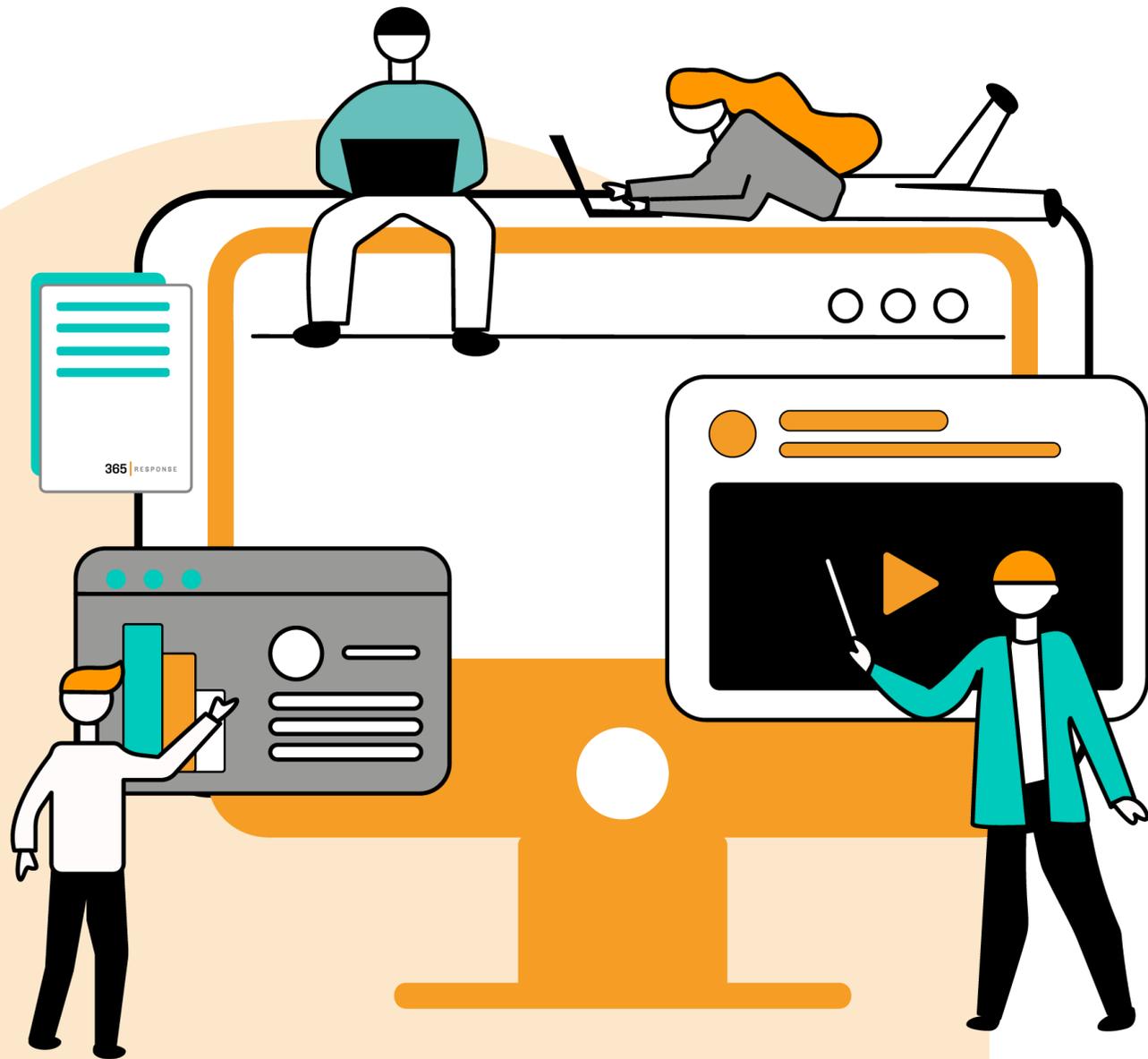
- **INVOICING** – Highly accurate invoicing functionality that is backed up with time and attendance data directly from the Driver App. This allows for swifter payments and a reduction in discrepancies.
- **BESPOKE PRICING PLAN ENABLEMENT**– The advanced platform enables the Council to break down the whole cost in a way that suits them. Pricing plans can be attached to routes with price per child, per route, per hour etc.
- **TRANSPORT PROVIDER INVOICE MANAGEMENT** – The platform enables the efficient management of invoices for transport providers, linking directly with the Driver App to ensure exact detail, based on time and attendance.



## FINANCE

Helping councils with robust and efficient management of costs.

# REPORTING



The 365 Transport Management System features detailed reporting tools that produce a comprehensive suite of contract reports.

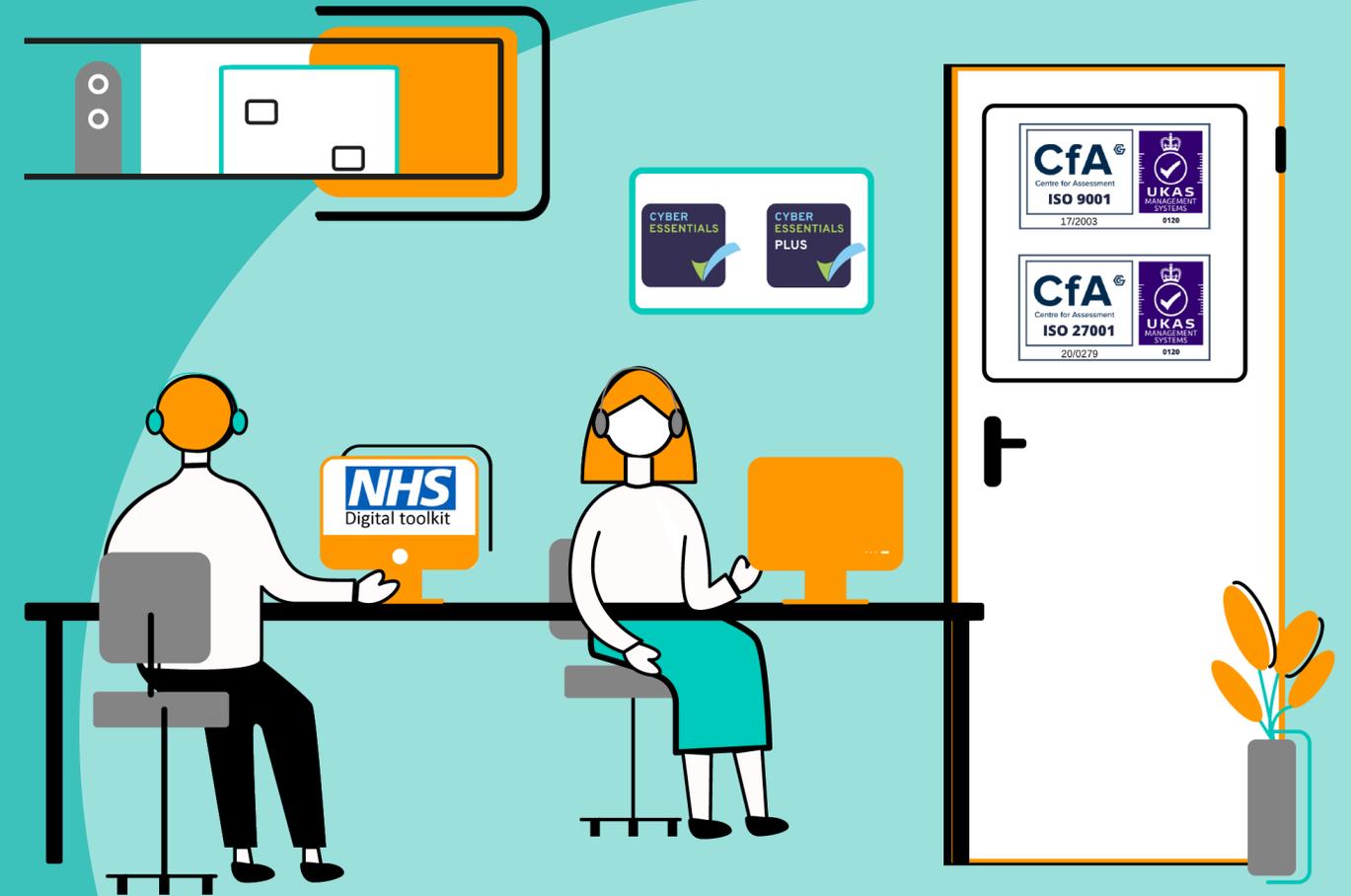
User-defined and fully configurable reports can be produced, using an extensive array of datasets. Authorised users can create new and ad-hoc reports and queries against all stored data, producing tailored search results. All reports can be exported and used to **highlight potential efficiency savings** and **opportunities for improvements**.

As part of the compliance module, comprehensive reporting is provided for **incident management**. The Council can quickly and easily run reports on specific vehicles, drivers, passenger assistants or service users to **identify trends** or issues. This gives the Council complete visibility and ensures **situations are quickly addressed and resolved**.

365 Response are certified to the following standards:

- **ISO 27001:2017 – Information Security Management**
- **ISO 9001:2015 – Quality Management**
- **NCSC.Gov.UK – Cyber Essentials**
- **NCSC.Gov.UK – Cyber Essentials Plus**
- **NHS Digital – Data Security and Protection Toolkit**

We are audited annually for the ISO certification by a UKAS accredited certification body.



# WHY YOU CAN TRUST US

Our certifications.

# OUR VALUES

Our shared company values influence every decision we make. We are continuously expanding our knowledge base, delivering on our promise to make difficult transport easy, and creating software that helps those who need it most.



A

*Always learning*

B

*Be brave and bold*

C

*Care about what you say and do*

D

*Do something good every day*

# CONSULTANCY SERVICE

We can help you to **make significant improvements** to your Home to School Transport service. We have years of experience and a proven **track record of helping Local Authorities and government organisations** to make difficult transport easy.

We've used **years of transport experience** in Local Authorities, NHS and government sectors to develop our software, and we'd like to share our knowledge with you!

**Working in partnership, we offer full policy and process review**, presenting actionable recommendations to drive safeguarding, time, and cost improvements to your service.

We specialise in supporting SEN & Mainstream, Social Care and Integrated Transport Teams', **working processes in line with DfE and DfT guidance and policies.**



# IT'S WHAT WE DO...



## **UK BASED BUSINESS**

We are wholly UK based. Understanding UK challenges, supporting UK businesses and passengers.

## **SINGLE PLATFORM**

Manage all of your transport requirements in one place, with no need for multiple systems.

## **PROCURE VIA G CLOUD 12**

Secure access to the 365 Transport Management System via G Cloud 12, without needing to run a full tender or competition procurement process.

## **COMMITTED TO YOU**

We work to keep communities moving, improve emissions, mobility and passenger experience.

## **BEST IN CLASS TECHNOLOGY**

We invest heavily in research, technology and the very best people for the job.

## **WE'RE HERE TO HELP**

We offer bespoke consultancy to support your policies and processes.



*Book a Demo!*

# CONTACT US

*365 Response are committed to implementing future-proof digital technology to revolutionise transport management. We are continuously adapting to need, so tell us about yours!*

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