RoadsOnline

South Ayrshire Council improves ASN home-to-school transport turnaround times with RoadsOnline



A new solution from RoadsOnline is helping South Ayrshire Council transform the management of ASN home-to-school transport. New transport requests are being awarded in an average of five days, changes processed in just one day, and live dashboards provide instant visibility across the service.
Since its introduction in August 2026, the council has efficiently processed over 200 transport variations (including respite, hospital appointments, sickness and other changes in circumstances), helping to avoid unnecessary journeys and deliver estimated savings of over £3,000 in the first few months of operation.

THE CHALLENGE

A small council team coordinates transport for 400 pupils with additional support needs (ASN) across 45 schools, working with 20 operators and managing over 100 contracts. Previously, information spread across emails and spreadsheets made applications, changes in circumstances, absences and contract reconciliation time-consuming. Delays in processing changes could result in unnecessary journeys, additional costs and increased administration.

"RoadsOnline has been transformational for our team. We've moved from working across three separate systems to a seamless, end-to-end process, significantly reducing administration and improving communication with transport operators. Tasks that previously took up to two days can now be completed quickly and efficiently through automatically generated reports."

John Auld, South Ayrshire Council

THE SOLUTION

Developed in close collaboration with South Ayrshire Council, the RoadsOnline Home to School Transport module provides a joined-up, auditable process covering four key stages:

- Apply: Schools and educational psychologists submit digital transport requests
- Assess: The inclusion team reviews applications and determines eligibility
- Allocate: Officers identify suitable transport, balancing pupil requirements and cost
- Administer: Teams manage operators, journeys, contracts, absences and changes centrally

Automated requests for quotations and reminders reduce manual chasing. Live dashboards give officers an immediate view of applications, transport activity and expenditure, including transport cost per pupil per day.

Deployment in summer 2026 involved importing pupil records and associated data, achieved over one week from standard exports with minimal downtime. Since then, the council has continually processed new transport requests and change requests through RoadsOnline.

MAKING A REAL DIFFERENCE

Instant visibility through live dashboards

Officers have immediate access to applications, transport arrangements, contract activity and costs, without having to gather information from multiple spreadsheets. This enables quicker decision-making, helps identify outstanding actions and provides greater control over service delivery and expenditure.

Work keeps moving when staff are absent

With information, actions and case histories held centrally, colleagues can pick up outstanding work when someone is unavailable. This reduces reliance on individual inboxes and helps prevent delays to applications and transport changes.

Less administration with templated correspondence

Standardised letter templates, automatically populated with relevant application and transport details, reduce repetitive administration and ensure consistent communications. Officers can produce correspondence more quickly, freeing up time to focus on complex cases.

5 days
Average new request award

1 day
Transport changes processed

£3,000+
Estimated savings since August 2026

WHAT'S NEXT?

The council plans to use RoadsOnline to support its annual eligibility reviews, which run between February and June. It is also exploring AI-assisted route optimisation to identify potential efficiencies while ensuring that individual pupil requirements continue to guide decisions.

"For any local authority facing similar challenges, I would certainly recommend exploring what RoadsOnline can offer."

John Auld, South Ayrshire Council

COULD ROADSONLINE HELP YOU?

Every local authority faces its own challenges when managing ASN home-to-school transport, but many share the same pressures: rising costs, limited resources and increasingly complex transport requirements.

RoadsOnline helps simplify these processes, reduce administration and give officers greater visibility and control over their transport services.

WHAT ARE YOU STILL MANAGING ON SPREADSHEETS?

If manual processes are taking up too much of your team's time, talk to us. We'll show you how RoadsOnline could make them simpler.

Scan the QR code or visit roadsonline.co.uk

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