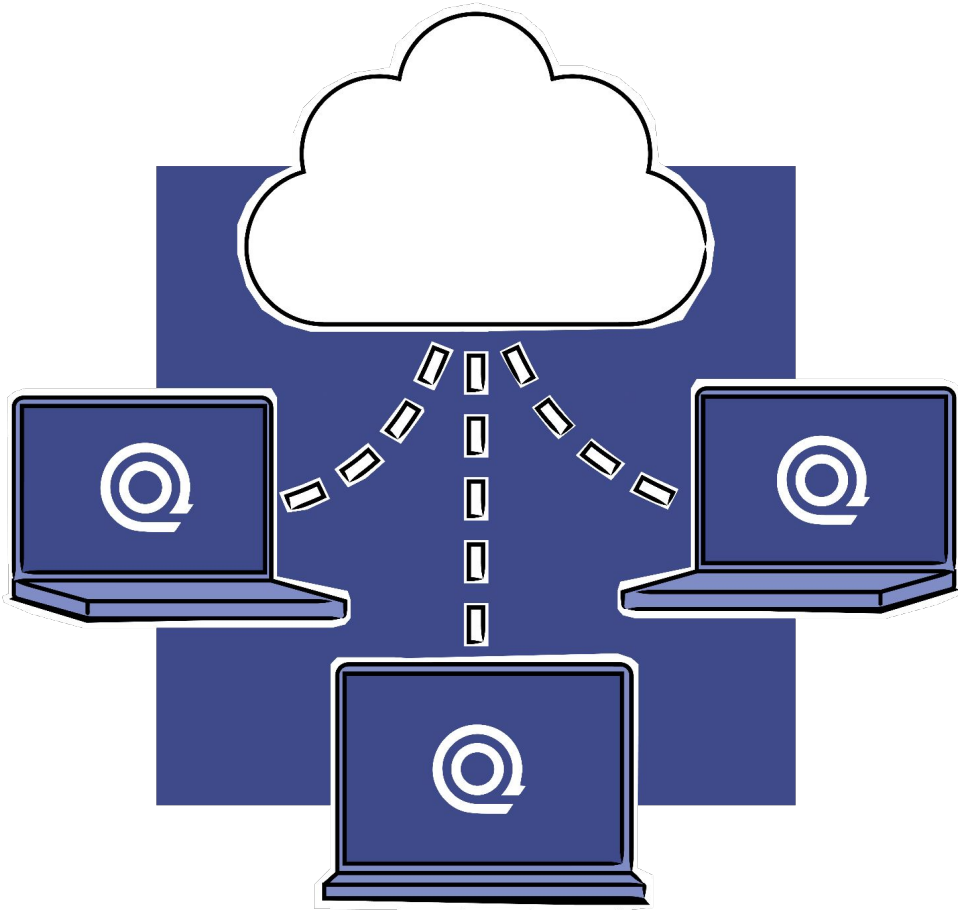




Service Definition

G-Cloud 15



Overview

QPaths is a tool that helps local authorities quickly assess eligibility for home-to-school transport based on safe walking routes, catchment areas, and closest appropriate schools.

QPaths is particularly useful for Eligibility Officers. It cuts down on manual processing and provides consistent, auditable results that support efficient decision-making.



Contents

04 Delivering strategic impact

06 Walking distance calculation and other eligibility checks

13 Data management, security, and GDPR

17 Working together

21 Contact





Delivering strategic impact

“We absolutely love how easy QPaths is to use. The accuracy and efficiency we have gained in assessing our applications has been invaluable. The team at QRoutes are also incredible in the service and support they provide.”



Hampshire
County Council

Charlotte Masterson-Cox

Eligibility Officer, School Transport Service Children's Services
Hampshire County Council



Walking distance calculation and other eligibility tests



Walking distance calculation

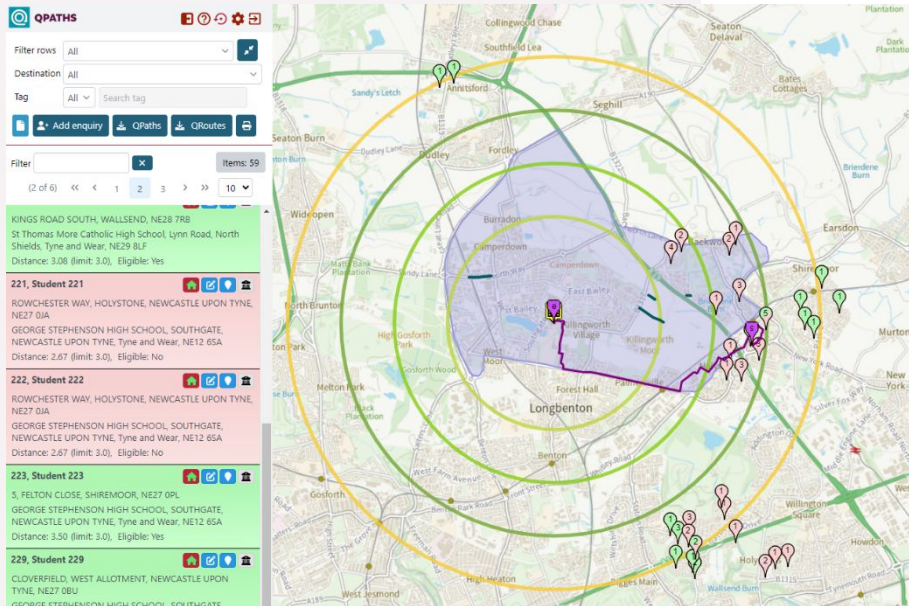


Figure 1: QPaths can calculate several hundred walking distance calculations in minutes. Planners can inspect individual routes.

Automated batch distance testing

- Test hundreds of walking path distances in minutes using the most up-to-date mapping from Ordnance Survey (OS). [View more information about OS Paths.](#)

Single enquiry tool

- Quickly check ad-hoc enquiries to a preferred school or perform general address enquiries to find nearby schools. Distances can be displayed by driving, walking, or straight line.

Multiple access points

- Where an establishment has multiple access points (gates), QPaths calculates the walking distance from the origin address to the nearest gate for each enquiry. This improved accuracy supports closer adherence to policy and can help reduce transport costs.

Automated transport eligibility assessment

- The planner can define transport eligibility for each student, for example based on distance and catchment status. QPaths then returns an indicative Yes/No decision on whether the student is eligible for transport, which the planner can override if needed.



Broader eligibility checks

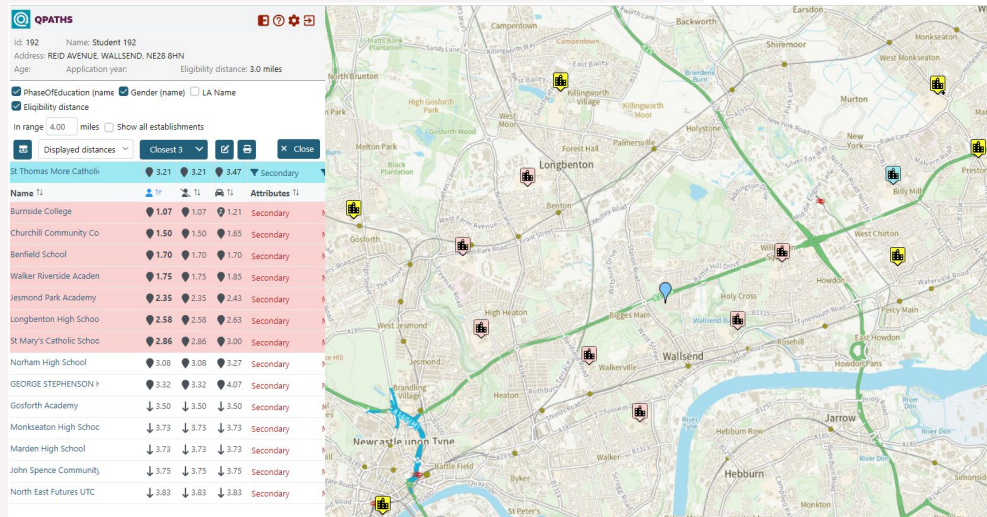


Figure 2: QPaths automatically calculates the distances to alternative establishments using the Find Closest Wizard.

Catchment area

- Perform automated in or out of area catchment checks alongside door-to-nearest-gate distance measurements.

Find Closest Wizard

- For any single enquiry, check the safe walking, unsafe walking and/or driving distance to other nearby establishments which the student may be eligible to attend. The user can filter by eligibility factors, e.g. phase of education, age, faith, or gender.

Application year

- Use date of birth to check for age related enquiries and instruct QPaths on which academic year to process the eligibility assessment.

Appeals handling

- Override transport eligibility decisions and record the reason for easier appeals processing and clear audit trails. Print off tables and map information to support the eligibility decision.



Maps

GIS* map interface

- Intuitive interface with the up-to-date mapping available from Ordnance Survey. Inspect any calculated walking route by seeing it on the map.

Address validation

- Geocode addresses in seconds using Ordnance Survey AddressBase. Available options are shown on the map if it is not clear which address is required.

Routing tool

- Quickly find the walking and driving distances between two points or addresses, and modify the calculation by including waypoints if desired.

Google Street View integration

- Instantly access Google Street View. Useful for checking access and how safe a walking route is at any point. (N.B. Google Street View may not include all path sections.)

*GIS – Geographic Information System



Safe walking

Mark road and path segments to avoid

- Admin users can block unsafe sections of roads and paths and QPaths will exclude them when calculating routes.
- QPaths stores these segments as part of the account settings.
- Segments can be unblocked if things change.

Reports & outputs

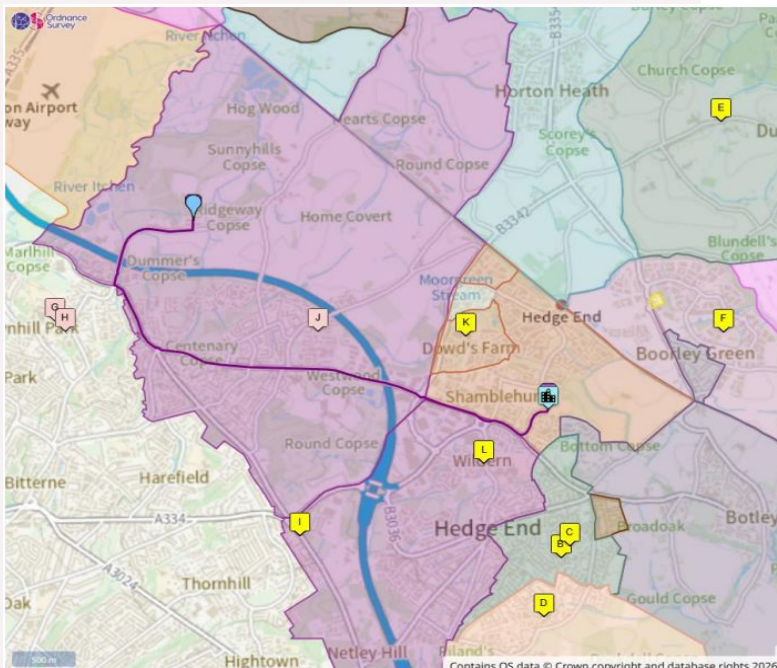


Figure 4: QPaths reports show the route to the preferred school and highlight any other appropriate schools within a set radius.

Find closest report (csv)

- csv report of safe walking, unsafe walking and driving distances.
- Distances calculated to all appropriate (or configurable number of) establishments within a given area.
- Single or batch enquiries.

Walking distances (csv and/or API)

- Calculates walking routes from origins (home addresses) to destinations (schools, including multiple gates).
- Download results as a csv or deliver instantly via an API.
- Include or exclude indicative eligibility decisions.

Route reports (pdf)

- Download a pdf of the individual walking route with directions.
- Includes comparison distances to nearby appropriate schools.
- Clear, consistent information for appeals and other stakeholder communications.



Online Eligibility Checker

QPaths Pro only

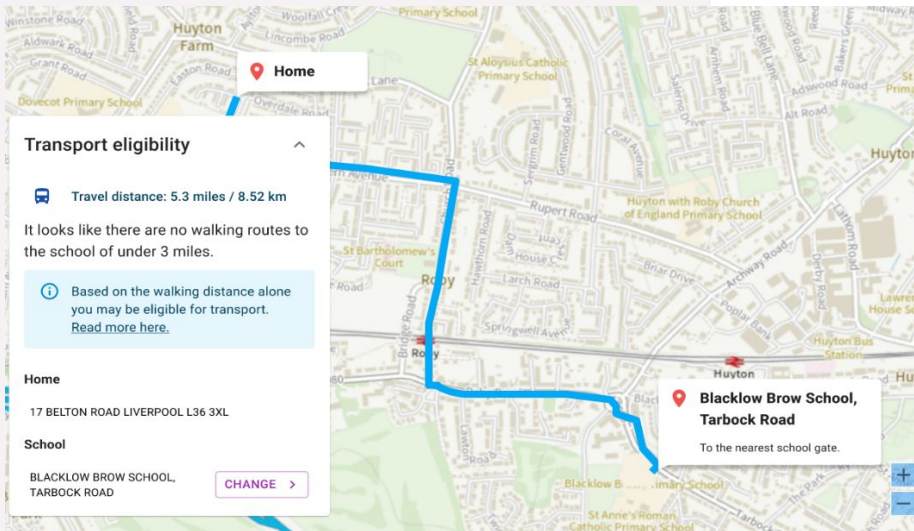


Figure 3: Online Eligibility Checker shows the route to the preferred school to a parent/guardian and provides an immediate indication of likely eligibility.

Cut the number of applications

- Cuts the number of ineligible applications by enabling parents/guardians to self-serve an immediate indication of eligibility via your website.
- Configurable to your local policies including safe walking routes, distance, catchment, or nearest school criteria.

Faster responses to families, more headspace for teams

- Instant responses improves the quality of service for families and gives Transport Teams more time to plan and organise provision for eligible children.

Makes the impact of policy visible for fewer queries and appeals

- Results configured to your local policies.
- Fewer queries and appeals as parents/guardians have access to the same map view as Eligibility Officers.



Data management, security, & GDPR

Data imports

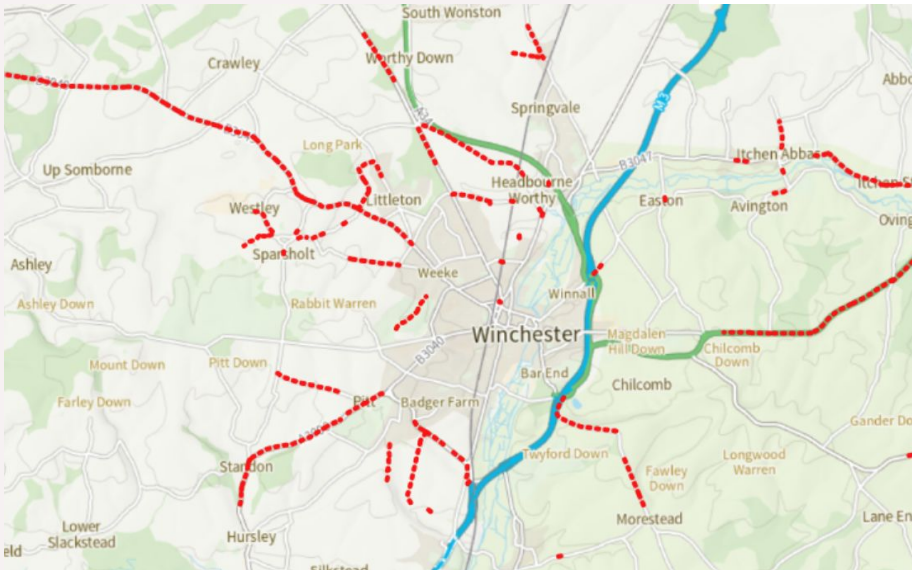


Figure 5: The unsafe walking and driving network which can be uploaded and downloaded directly from QPaths.

*Unsafe is defined by your organisation.

Establishments (csv)

- Store and maintain up-to-date information on establishments such as phase, age range, denomination, gate locations and contact information.

Unsafe paths (csv/json)

- Easily transfer your unsafe* walking network between systems by importing or downloading a file of Ordnance Survey's unique IDs.

Catchment areas (shapefile)

- Load catchment polygons as shapefiles and link the area to specific establishments.
- Enables automatic decision making based on catchment.

QPaths template

- Upload a QPaths file (csv) of the origin and destination details.



Data protection and GDPR

- QPaths processes walking routes for individual enquiries or within batch files. The following personal information may be used to do this:
 - First and Last Name
 - School year and Date of Birth
 - Address (e.g. House Name, House Number, Street, Locality, Town, County, Postcode)
- When a user session ends, QPaths deletes the data associated with the session. Please note that account settings remain, such as blocked segments and establishment data.
- QRoutes standard terms & conditions detail the purpose and duration of any personal data processing and how the company fulfils its data protection obligations.



Security

- QPaths is a product from QRoutes Ltd.
- QRoutes' products are all hosted in ISO 27001 accredited data centres in the UK (provided by iomart, www.iomart.com and Microsoft Azure, www.azure.com). Data in transit between the planner's computer and the QPaths application is protected by Transport Layer Security (TLS) version 1.2 or greater.
- QRoutes Ltd procures external penetration testing of all of its applications at least yearly.
- QPaths is accessed via a login page available on the qroutes.co.uk website. It works with most modern web browsers, e.g. Edge, Chrome, Firefox and Safari.
- Access to the application is via username and password, with optional 2-factor authentication.
- Password policy is configurable by each customer. Login via Microsoft Entra ID is also available.



Working together

onboarding, support, and
off-boarding

Onboarding

QPaths' subscriptions include training, normally performed remotely. Training can be onsite at the customer's request (although there is an additional charge for this).

The training introduces all users to QPaths and ensures they can upload and process data within the tool. The customer's one or two appointed admin users will also be trained on account configuration.





Service

- QRoutes uses commercially reasonable endeavours to make the services available to users at qroutes.co.uk 24 hours a day, seven days a week, except for planned maintenance carried out between 10.00 pm to 2.00 am UK time.
- QRoutes maintains a dedicated Disaster Recovery server in a different data centre to its main server. It can be up-and-running within 1-hour, if needed.
- Users are encouraged to submit bug reports, issues and feature requests through the in-application help or via the company's online helpdesk at qroutes.zendesk.com.

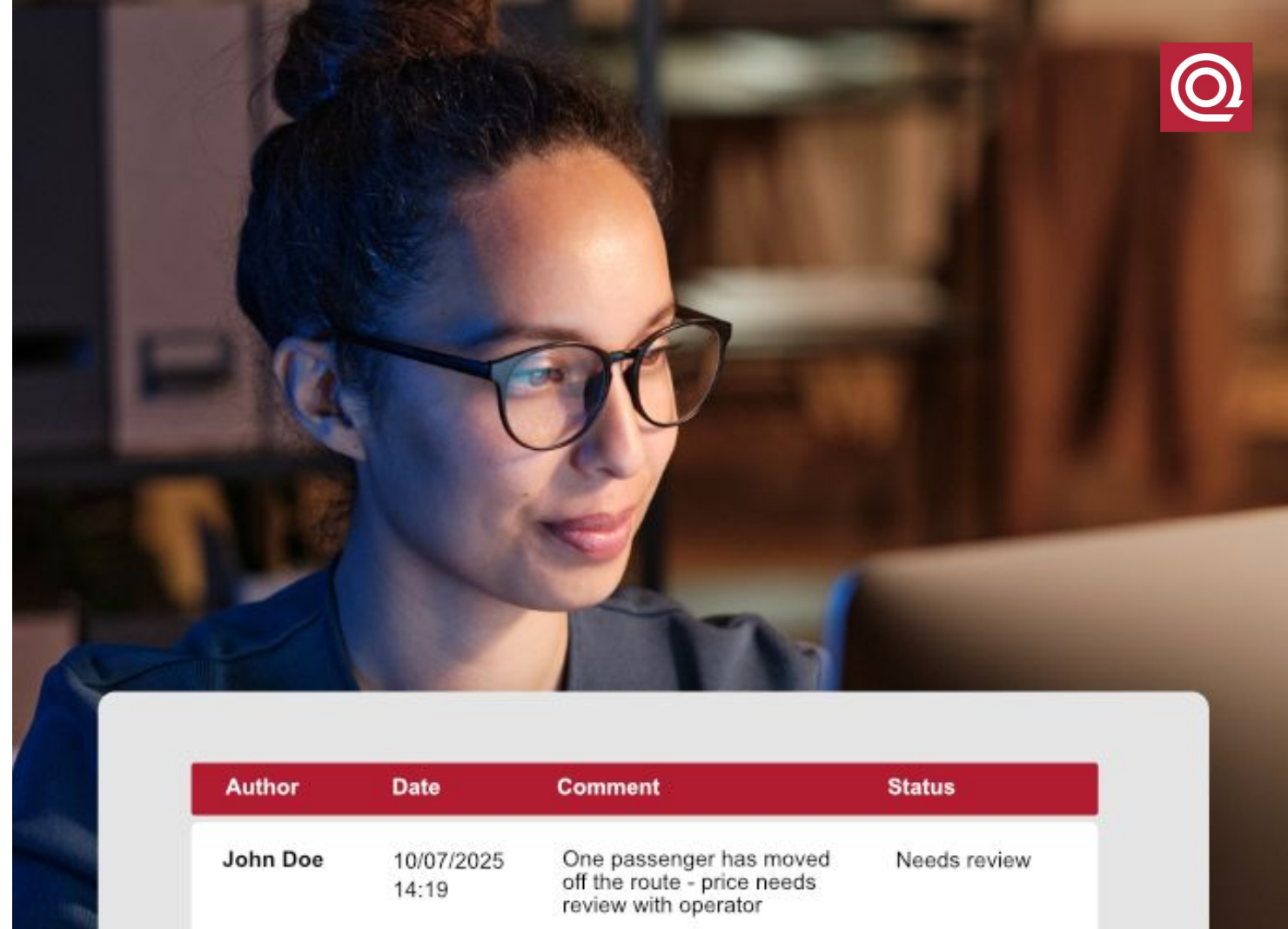
Requests are categorised as follows:

Level	Severity	Description	Fix time
1	Critical	• Service is down • Critical Business process or component failure	4 hours
2	Urgent	• Service is severely degraded • Urgent business process is unable to proceed	1 day
3	High	• Service is impaired • Important business processes are impaired	7 days
4	Normal	• Normal service continues • Little or no Business impact	1 month
5	Low	• No service impact • Fix to be applied at a mutually agreed date	Next release



Off-boarding

- Should a customer end a subscription, QRoutes maintains the customer's account, with its settings, for a further 9 months. The audit logs remain available during this time.
- 9 months after the subscription ends, the account, including all settings and logs, is permanently deleted.
- QPaths deletes names and addresses at the end of each session.



Author	Date	Comment	Status
John Doe	10/07/2025 14:19	One passenger has moved off the route - price needs review with operator	Needs review
Jane Smith	12/07/2025 11:57	Renegotiated with operator - cost to reduce from next month	COMPLETE



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