

**MINIMUM SERVICE REQUIREMENTS**

**FOR THE**

**PROVISION OF AN INTEGRATED TRANSPORT SOLUTION VIA A JOINT VENTURE PARTNERSHIP/COMPANY**

**(Procurement by Electronic Tender)**

**TENDER REFERENCE: DN321136**

**SECTION B**

**SECTION B – Provision of an Integrated Transport Solution via a Joint Venture Partnership/Company**

1. **Introduction**
   1. Southend-on-Sea Borough Council (the ‘Council’) currently provides passenger transport to adults and children across various service areas. This service is currently being delivered via external contracts due to expire in July 2019, as well as being supported by an in-house transport service as follows:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Service Area** | **Transport Provision** | **Contract/In-house** |
| *a)* | *Education* | * Home to School Passenger Transport for Children with Special Educational Needs and Disabilities (SEND) * Looked After Children (LAC) | External contract |
| *b)* | *Children’s Social Care* | * Home to School Passenger Transport * Looked After Children (LAC) Passenger Transport * Passenger Transport for Supervised contact visits for families * Passenger Transport for Disabled Children Respite Care | External contract |
| *c)* | *Adults Social Care* | * Adults with Learning Disabilities (LD) Passenger Transport | Split between external contract and in-house provision |
| *d)* | *Community Services* | * Dial-a-ride service Passenger Transport | In-house provision |

* 1. The Council is now seeking a partner with which to form a Joint Venture Company (JVC) to deliver these passenger transport service needs.
  2. It is envisaged that the Council will set up a JVC to deliver the above core services for an initial period of 10 years, with the option to extend for a further 5 years
  3. The Council’s estimated spend for its passenger transport provision is currently circa £2m per annum [exact budget to be confirmed at ITT stage]. However, it is incumbent on the Council to take advantage of any opportunities to make savings where possible. Following a detailed, independent transport review it is anticipated that the integration of all its passenger transport service should deliver a more efficient service which demonstrates cashable savings and best value for the Council.
  4. It is intended that the Partners will seek additional income generation opportunities through the ability of the JVC to bid for contracts to deliver passenger transport services, for example to academies, schools, other local authorities and local businesses.
  5. The Council would seek the most economically advantageous proposal for any additional profit that is created by delivering service outside of the core services and is looking for a mechanism that would allow these additional profits to be shared equally between the JVC partners.
  6. In addition to external opportunities, the Council currently contracts for a number of related non- passenger transport, these include:
  + Provision of Mowers and other Grounds Maintenance Machinery (£171k per annum)
  + Provision of Grounds Maintenance Machinery Repair and Maintenance and Provision of Spare Parts for Grounds Maintenance Machinery (£101k per annum)
  + Hire Provision of Hand Held Tools and Equipment (£15k per annum)
  + Provision of Hand Held Tools and Equipment (£17k per annum)
  + Provision of Vehicle Maintenance for the Council’s fleet (£130k per annum)
  + Provision of Fuel (£157k per annum)
  + Courier/Library Services (£18k)
  + Printing Costs Relation to Supply of Concessionary Bus Passes (£21k)
  + Supply of Bus Passes (£75k)
  + Other transport provisions as required across the Council
  1. The total annual estimated spend on non-passenger transport services is £611k. Whilst the JVC could look to undertake these services/supplies, these services fall outside of its core activities and the Council reserves the right to maintain specific provisions of supply/services using other specialists chosen by the Council or where those provisions listed in 1.7 above are more competitive in the external market, where the JVC will be free to act commercially.
  2. This minimum requirements document sets out in more detail the core transport provisions to be provided across the various service areas.
  3. Where quality standards are set out, they are the minimum acceptable level to be achieved on a consistent basis. The quality standards are not exhaustive and are to be taken as indicative of the general standards which are to be achieved.
  4. The Council is proposing to set up a JVC Agreement for the provision of an integrated transport solution to commence no later than 1st August 2019.

**2. Background**

Southend-on-Sea Borough Council (the ‘Council’) currently provides passenger transport to adults and children across various service areas as summarised below:

***2.1 Home to School Passenger Transport for Children with Special Education Needs and Disabilities (SEND) and Children Social Care (Looked After Children)***

2.1.1 The home to school passenger transport service is currently being delivered by external providers via the ‘new and individual routes’ framework contract using minibuses and taxi provision depending on the numbers of Service Users being transported and their destination. (The *‘New and Individual Routes’* framework consists of nine providers that operates on a call-off basis where contractors have been awarded contracts for individual routes).

2.1.2 This service includes the requirement for wheelchair accessible minibuses that operates with pick-ups and drop-offs either at bus stops or a door to door service during the academic school year (although on occasions transport may be required during the school holidays for clubs). In addition to the framework there are two separate contracts operating under ‘one school, one operator’ contracts transporting Service Users to St. Christopher’s and Kingsdown Schools using a minibus transport provision. The type of vehicle deployed for each contract is dependent on the mobility needs of the Service Users and the numbers to be transported.

***2.2 Adults with Learning Disabilities and Older Adults Passenger Transport***

2.2.1 The adults with learning disabilities and older adults passenger transport is currently being delivered by the Council’s in-house service and external providers via the *New and Individual Routes’* framework (as per 2.2.1 and 2.3.1). This service includes the requirement for wheelchair accessible minibuses (where applicable) that will operate with a door to door service (Monday to Friday between 7.30am and 5.30pm all year round except during bank holidays and (Christmas day through to the new year bank holiday period) to the Council’s own adult social care day centres – ‘Project 49’ and ‘Viking’ - as well as transportation during the day to activities.

***2.3 Children’s Social Care Passenger Transport***

2.3.1 The majority of Children’s Social Care passenger transport is divided into ‘Respite Care’ and ‘Supervised Contact’ which is currently being delivered by external providers via the *‘New and Individual Routes’* framework contract (as per 2.1.1 and 2.2.1) mainly through the use of taxis, unless the Service User requires a wheelchair accessible vehicle.

2.3.2 The respite care passenger transport operates with a door to service Monday to Friday (school academic year) either to or after school or during school holidays; this service can vary from a return trip to and from the child’s home or one-way trip. These return trips could also be spread over a weekend or a couple of days.

2.3.3 Passenger transport to supervised contact visits operate with a door to service either seven days a week between 9am and 5.30pm (including bank holidays except Christmas Day) after school or during school holidays (including weekends); this service can vary from a return to and from the child’s home or one-way trip. This service is usually provided by a taxi, however there may be occasions where this involves a number of siblings and the requirement of multiple car seats, so a minibus may be used on these occasions to be furnished by the JVC.

***2.4 Dial a Ride Passenger Transport***

2.4.1 The dial-a-ride service is currently delivered by the Council in-house service and operates using wheelchair accessible minibuses that operate with pick-ups and drop-offs via a door-to-door service. All destinations are within the Borough of Southend-on-Sea although trips to hospital appointments are not permissible. The hours of operation for this service have recently been amended to operate Mondays-Fridays between 10:00 and 14:30 providing two types of service as follows:

1. a scheduled ‘shopper’ service – taking clients into central Southend or to a local supermarket and returning users home
2. an on demand service – a bookable service taking clients from home to any destination within the Borough of Southend-on-Sea (excluding day centres and hospital appointments) and returning them home

2.4.2 It is expected that the operator will consider ways in which to promote this service to make it more accessible for new members to join. Where possible the operator may also consider extending the hours of operation if it is feasible, does not affect other transport services operated for the Council and does not have a cost implication. The Council believes that the integration of this service with other transport provision within the JVC will allow the operation of the best possible service for the maximum number of users with a minimum financial contribution from the Council.

1. **Purpose and Scope of the Partnership**
   1. The Council has expressed a preference for the provision of its integrated transport system to be funded and delivered through a partnership approach with a specialist transport partner.
   2. The Council recognises that the form of the new partnership vehicle will be driven by the delivery of the objectives, the requirements of the Contracts and Transport Team and the wider market, however, it envisages that it will take the form of a partnership agreement
   3. The objectives of the JVC are as follows:

* To deliver the core integrated passenger transport service in line with the Council’s statutory requirements
* To deliver a streamlined and improved passenger transport service that demonstrates best value for the Council and its residents
* To enhance the end user experience by providing a high quality, customised transport service
* To deliver additional income streams to the Council and its JV partner
* To provide a transport service that minimises the effects on the local environment and congestion
* To provide a delivery model which is both financially and operationally sustainable for at least the next 10 years

As part of the JVC, the Council would expect open and transparent information sharing regarding costs and income.

* 1. This section sets out how the partnership vehicle might address these objectives and provides further context for the partnership envisaged.
  2. The Council is seeking a long-term partner to work with to deliver its core integrated transport service, as well as the potential elements identified in 1.7 above. Specifically, the partner will be required to:
* identify the most efficient scheduling of routes to deliver a reliable, efficient and safe passenger transport service that considers the needs of all its service users
* fund the capital investment required to meet future environmental and statutory requirements for the fleet; and
* where appropriate, develop additional services for the benefit of the partnership and the Council
* develop, implement and maintain robust delivery and monitoring systems to meet all foreseeable future transport challenges
* provide recruitment, training and development schemes to aid Southend residents to establish working arrangements with transport operators within Southend to ensure the continuity of Southend transport operations
  1. Potential bidders must demonstrate how any proposed partnership arrangements would operate throughout the Partnership Agreement, detailing the roles and responsibilities of both parties and consider the following elements of guidance, as articulated in the objectives/requirements:

**Risk vs. Reward** – The Council has some appetite for risk but recognises that risks can be managed most appropriately within the partnership vehicle. Any risks shared or owned by the Council through the envisaged partnership arrangements or held solely by the partner must be balanced by commensurate reward. Any partnership structure developed must therefore demonstrate the envisaged risk share arrangements and how rewards flow to those parties, be them financial or non-financial.

**Financial Return** – as articulated through the commercial questionnaire the Council is seeking meaningful financial returns for business outside the core services provided by the JVC. It may be appropriate to view these returns over a longer period than traditionally viewed by the Council, with the partnership vehicle looking at overall returns throughout the contract.

**Investment** – The Council has stated that it has limited resource to invest, and would be looking to the partner to make up any balance required. Any investment could be made through an equity investment, a loan note structure or through other means to be identified, including the provision of the assets and premises required to carry out the required services. The value of any investment should be independently verified where it does not have a readily identifiable mark to market.

**Governance Arrangements** – The Council is open to solutions from the market in terms of the governance arrangements, groups and processes for the partnership vehicle. However, the partner must ensure that these arrangements reflect an appropriate level of control within the vehicle, the desire of the Council to maintain its statutory functions and the level of investment by each partner.

**Business Plan –** The Council expects that theJVC will produce an initial business plan to demonstrate how it will address the Council’s objectives. This Plan will be refreshed on an annual basis, agreed by the Partners and the Council as part of its annual planning process. It will include key financial and performance metrics that support the delivery of the Council’s objectives.

**Partnership term** – The Council requires a partnership to operate robustly throughout the contract period, It is open to solutions offered from the market as to the length of the partnership period but it has assumed that this would be for a period of 10 years with the option to extend this by a further five years subject to agreement by both partners.

**Exit arrangements** – The Council envisages a long-term partnership with the successful tenderer but would like to understand how the market would see the partnership arrangements coming to an end, including the approach taken to financial and non-financial issues at the end of the arrangements and the transfer of assets.

**Legal arrangements** – Any partnership arrangement envisaged must be underpinned by the appropriate legal arrangements and including a full suite of legal documents to support the JVC.

**Tax Arrangements** – the Council would encourage any solution to be developed in a tax efficient manner to minimise any loss to tax from the Council’s financial returns.

**Structure** – The Council is not requiring a specific partnership structure to be put in place, but is seeking appropriate solutions from the market that meet its objectives, minimum requirements and appropriate recognition of risk.

**4. Contract Period**

4.1 The contract shall operate for a period of 10 years with a commencement date no later than 1st August 2019, with options to extend for a further five years subject to agreement by both partners.

1. **Specific Requirements** 
   * 1. Although the Council expects to work flexibly with the Partner to maximise the impact of the resources available and create a more cost effective service for users and the Council there are a number of specific requirements that the JVC must undertake through the provision of its service.
     2. The transport and services provided by the JVC for Service Users must be safe, sensitive and reliable. These are critical factors in this requirement and are as follows:

* Safe – the safety of each Service User is the most important element. It should be evident in every aspect of the service including staff employment, safeguarding requirements, training and processes, and vehicle procurement, maintenance and cleanliness;
* Sensitive – operators and their staff should understand the particular needs of the Service User and treat them appropriately;
* Reliable – vehicles must arrive at the right location and on time, every time except for unforeseen circumstances.

***5.2 Home to School Passenger Transport Provision for SEND and LAC***

5.2.1 The JVC will be responsible for providing appropriate transportation for the safe conveyance of Service Users (currently 386) with special educational needs and disabilities (where applicable), to their respective educational establishment, the majority of which are within the Borough of Southend-on-Sea. Details of the special schools are listed in Appendix A, although there may be a requirement in the future to provide transport for service users to schools outside of the Borough of Southend-on-Sea which are currently not included in Appendix A. It should be noted that the number of Service Users and routes stated were current at the time of publication and are subject to change. The Council’s Transport and Contracts team will be responsible for providing the JVC with details of the Service Users’ transport requirements, although this team will sit outside of the JVC.

5.2.2 The JVC is required to communicate and arrange a meet and greet session with all applicable Service Users and their parents/carers. All meet and greet sessions require the Passenger Assistant and Driver on the allocated route to arrange a meeting with the Service User and parent/carer to discuss the Service User’s particular needs whilst being transported. It should be noted that the special needs of the Service User requires familiarisation with any changes to ensure minimum distress.

5.2.3 This service includes the requirement of wheelchair accessible mini-buses that will operate with pick-ups and drop-offs either at bus stops or door to door as indicated in Appendix B and the Commercial Questionnaire.

5.2.4 The JVC will also need to provide special equipment, which ranges from car seats to harnesses, where required.

***5.3 Adults Social Care - Adults with Learning Disabilities and Older Adults Passenger Transport***

5.3.1 The JVC is required to provide appropriate transportation for the safe conveyance of Service Users (currently 123) with learning disabilities to their respective establishment. It should be noted that the number of Service Users and routes stated were current at the time of publication and are subject to change.

5.3.2 This service includes the requirement of wheelchair accessible mini-buses that operate with pick-ups and drop-offs via a door-to-door service (Monday to Friday between 7.30am and 5.30pm all year round except during bank holidays and (Christmas day through to the new year bank holiday period) as indicated in Appendix B and the Commercial Questionnaire. In addition to the morning and afternoon trips to and from Project 49 and Viking, the JVC will be required to provide a service during the day for passenger transport for day trips to activities and educational establishments as indicated in Appendix B and the Commercial Questionnaire.

5.3.3 This service also includes passenger transport to adult education sites – SEEVIC; Westcliff Centre; South Essex College; and Southend Adult Community College.

***5.4 Children’s Social Care – Passenger Transport Provision for Disabled Children’s Respite Care and Supervised Contact Visits for Families***

5.4.1 The JVC will be required to provide appropriate transportation for the safe conveyance of Service Users to their respective destination. There are currently 65-85 children being transported across this service area which is divided into ‘Respite Care’ for Disabled Children and ‘Supervised Contact’. The Council’s Transport and Contracts team and staff at the Allan Cole Centre will be responsible for providing the JVC details of the Service Users’ transport requirements. The JVC will look at how this can be streamlined.

5.4.2 It should be noted that the number of children being transported changes on a frequent basis. Transport to respite care can occur on a regular or ad hoc basis. The Council’s policy specifies a minimum notice period of three working days for transport provision wherever possible, however there may be occasions where the notice for booking this service is less than the three working days. The majority of transport to respite is provided by taxis, unless the person requires a wheelchair accessible vehicle.

5.4.3 The JVC will be required to provide respite care passenger transport with pick-ups either after school or during school holidays and this service can vary from a return to and from the child’s home or a one-way trip. These return trips could be spread over a weekend or a couple of days.

5.4.4 The service for supervised contact visits may be booked at short notice, but the Council’s policy states that a minimum of three working days’ notice should be provided wherever possible. The majority of contact visits take place at the Allan Cole Centre in Shoeburyness.

5.4.5 The JVC will be required to provide passenger transport for supervised contact with pick-up either after school or from the foster care home and sometimes at weekends. This service is to be provided by taxis, unless a wheelchair accessible vehicle is required. Trips may be a return or one-way trip. It should be noted that whilst this service is usually provided by a taxi, there may be occasions where this involves a number of siblings and the requirement of multiple car seats, so a minibus may be used on these occasions and these must be provided as part of the service.

5.4.6 The JVC may on occasions also need to provide a Passenger Assistant where this is requested by the Council.

***5.5 Dial a Ride Passenger Transport***

5.5.1 The JVC will be required to provide appropriate transportation for the safe conveyance of Service Users (currently 61 members) to their respective destination. The JVC will be required to provide passenger transport for essential facilities and services for Southend residents who are unable to access conventional public transport services. This service includes the requirement of wheelchair accessible mini-buses that operate with pick-ups and drop-offs via a door-to-door service as indicated in Appendix B and the Commercial Questionnaire.

5.5.2 Service Users currently pay an annual membership fee of £12.50 which is reviewed annually on the 1st April. The JVC will be responsible for all bookings for this service. The booking facility provided by the JVC must allow Service Users to make a booking by telephone call, although other booking methods could be considered if accessible for the user. Each user currently pays a mileage based fare for each trip, with mileage organised into fare bands and are charged a £2.50 booking fee for each booking made.

|  |  |  |
| --- | --- | --- |
| Miles | Single Journey | Return Journey |
| 0-1 miles | £3.35 | £6.70 |
| 1-4 miles | £3.90 | £7.75 |
| 4-6 miles | £4.95 | £9.90 |
| 6+ miles | £6.00 | £11.95 |
| Additional escort to travel | £2.75 | £5.45 |

5.5.3 The JVC is expected to consider a more competitive pricing structure which does not exceed the above fare charging structure although an annual 2% uplift is permissible on an annual basis. The Service User is also able to travel with their care dog which travels free of charge.

1. **Passenger Assistants**

6.1 The JVC will provide one Passenger Assistant (PA) per vehicle for all home to school transport as indicated in Appendix B and the Commercial Questionnaire and it is also expected that the PA will be epilepsy and diabetes trained. There will also be occasions when an additional PA is required as a one-to-one requirement; in this instance, there will be two PAs on the vehicle. (Please note: for eight seater mini-buses one PA is the standard requirement and for 16 seater mini-buses or larger vehicles two PAs is the standard requirement).

1. **Independent Travel Training**
   1. Independent Travel Training (ITT) is a training approach increasingly adopted by local authorities to give individuals with different types of learning disability the appropriate skills to enable them to travel independently to reach their educational establishment or other activity. ITT has the double benefit of enhancing the life skills of the trainees and reducing the travel expenditure of the local authority, as the successful ITT trainees will no longer require solo or group transport so long as suitable public transport or other travel modes are available between their home and their intended destination.
   2. Eligibility officers within the appropriate service areas, in consultation with the JVC, will determine which clients (at certain key stages in their education) would be likely to benefit from ITT and direct the JVC appropriately. This could include some adults who could benefit from ITT skills. Currently the Council buys in training from Essex County Council for a limited number of clients each year. This buy-in from Essex County Council could continue in the initial 24 months of the JVC (if appropriate ITT training skills do not initially exist within the JVC), but the intention is that the JVC (in conjunction with schools, other educational establishments and other activity destinations) will develop ITT training skills in-house to enable them to train suitable Southend clients in future years. The JVC and the Council will benefit from reduced travel expenditure as they will no longer need to provide specialised transport for successful ITT trainees. ITT trainees will benefit from the confidence and independence they gain from these new life skills.
   3. The JVC will also develop a programme of regular top-up ITT training for successful ITT trainees and should consider the development of “safe havens” throughout the Borough to assist ITT trained individuals.
   4. Once the JVC has successfully established in-house training and top up training skills for ITT, these services could be offered externally (to local authorities, to schools and other educational establishments) as one of the proposed JVC for-profit commercial ventures.
2. **Routes and Timetabling** 
   1. Details of the current passenger transport routes are broken down for each service in more detail in Appendix B and the Commercial Questionnaire – Routes/Passenger Data. The JVC is required to route optimise the current routes into a fully integrated passenger transport service to determine the size of vehicles that are needed as well as ensuring vehicles are used to their fullest capacity (where possible and meets with health and safety requirements). To assist with developing a more efficient route optimisation process and better integration of Service Users, routes and vehicles through reducing downtime and avoiding duplicate transport operating at the same time, the JVC will be encouraged to liaise with establishments to seek any opportunities to alter session times. The JVC will be encouraged to develop innovative solutions to provide the transport services required with a view to developing an integrated pattern of services which provide value for money for the Council and which will be financially sustainable throughout the lifetime of the JVC.
   2. The parameters that the JVC should consider within the route optimisation process include: the Council’s policies, statutory requirements, maximum journey time and the ability (or not) to mix Service Users (from different schools / establishments and / or from different service areas). The JVC is also to note that the data in Appendix B and the Commercial Questionnaire may be subject to change.
   3. During the course of this contract it is expected that new routes will be added to the contract as well as amendments to routes and the JVC will need to agree with the costs for any additions to the JVC agreement.
   4. The JVC should also note that there may be changes to any routes, whereby a Passenger sets down, or a change to the address.
   5. The JVC will be responsible for the planning, implementing and running of all required routes, in conjunction with the Service User Information provided by the Council’s Transport and Contracts Team.
   6. The JVC will be responsible for obtaining from the relevant school, the dates of non-attendance days or any other pre-determined days when the location will not be open. No payment will be made to the JVC for such non-pupil days or predetermined days of closure.
   7. The JVC must ensure the timetabling of all routes is carried out in the most efficient practicable manner; ensuring that all Service Users are in a vehicle for as short a time as possible taking into account the parameters set out in 8.2 above.
   8. The JVC must ensure that all agreed routes, destinations, timetables, pick up points and setting down points are adhered to at all times. All proposed modifications must be submitted by the JVC to the Council’s Transport and Contracts Team, who will approve the amendment in writing. The Council will only take responsibility for payment of routes that have been modified, if confirmation of approval has been given to the JVC in writing.
   9. The JVC must ensure that up to date timetable information is made available to; The Council’s Transport and Contracts Team, all Service Users, their Parents, Carers or Guardians, Schools and Day Care facilities.

8.9 In the event of the JVC becoming aware by any means that a contracted service is no longer required or there is any reduction in the number of Service Users, the JVC must inform the Council’s Transport and Contracts Team by the following working day.

8.10 The JVC must ensure any variations in the route or timetable requested by the Council’s Transport and Contracts Team are implemented. In this event the JVC will have the right to negotiate a reasonable amendment to the rate charged.

1. **Pick-Up Points** 
   1. All Service Users must be picked up and set down at the points approved by the Council. These pick-up and set down points will be determined before the service operates for the first time.

9.2 The Council reserves the right to alter any pick-up point at a later date, after full consultation with the JVC, school, Service User and parents/carers. All pick up points must be appropriate and not cause danger to other road users, pedestrians or Service Users.

9.3 The JVC must ensure that all pick-up points and possible walking distances are assessed against the individual abilities and special needs of the respective Service User. In direct relation to this the Service User information provided as part of this contract will advise if the Service User can be considered for a walking distance prior to pick-up. Where further clarity is required the JVC must liaise with the Council’s Transport and Contracts Team.

1. **Walking**
   1. For those Service Users that the Council’s Transport and Contracts team confirm can be requested to walk to their pick-up point; the JVC must ensure that any walking distance to be undertaken by a Service User is no longer than the distance to the nearest public transport bus stop subject to an assessment of an individual service users need.
   2. The JVC must highlight any possible areas of concern prior to commencement of undertaking any route. The JVC will therefore need to ensure that it has a number of solutions to cover this eventuality. The basic conditions the JVC must take into account includes but is not limited to;

* is there a footpath / verge available to walk on
* what is the speed limit
* is there adequate visibility
* is there street lighting
  1. The JVC should ensure where a Service User may be walking to a pick-up point, that they are “accompanied as necessary by a parent/carer”.
  2. All walking routes that Service Users will be required to follow will be assessed by the Council. Only in the event that the walking route is approved in writing by the Council’s Transport and Contracts Team can the walking route be deemed appropriate for use.

1. **Service Users Pre Commencement Introduction Meeting**

11.1 Introductions to the assigned Drivers and Passenger Assistants for the home to school transport Service Users are usually programmed over the school summer holidays. The purpose of these introductions is requested by the parent/carer via the Transport and Contracts Team to allow the Service User and parent/carer to familiarise themselves with the transport, Driver and Passenger Assistant.

11.2 The JVC must ensure that at this introduction meeting, every Service User attending schools or other educational establishments receives photographs of both the vehicle they will be travelling in, as well as the Driver and (where applicable) Passenger Assistants. At this meeting a letter must be provided to the parent/carer setting out details of transport with timings and contact numbers for Driver and Passenger Assistant.

11.3 The JVC should note there may be occasions where new applications are received outside of the usual applications that are programmed over the summer holidays and on these occasions, the introduction meetings must be held within three working days or with the agreed timescale set out in the key performance indicator table in 29.3.

1. **Transportation of Service Users**
   1. The JVC is responsible for liaising, where appropriate, with parents, carers, family member/next of kin, teachers and Social Care Centre Managers to ensure the safe and efficient transportation of all Service Users who have special educational needs, disabilities and restricted mobility.
   2. Any requests to alter this Agreement arising from communication between the JVC and any of the stakeholders detailed above; must be approved by the JVC though its agreed governance process with the Council.
   3. The JVC must ensure that the Driver makes certain that every Service User wears a seatbelt.
   4. The Driver must ensure all Service Users transported are seated and remain seated whilst being transported to and from their destinations, with order amongst the Service Users being maintained at all times.
   5. The JVC must ensure Service Users are not required to change vehicles during the provisioning of any route, except in the case of an emergency, unless previously agreed in writing with the Council.
   6. The JVC must ensure that the vehicle does not move when any Service User is still boarding or alighting from it, or until all doors of the vehicle have been shut securely and all persons are clear of the vehicle.
   7. The JVC must ensure the Driver checks the vehicle at the last stop before proceeding, to make certain that there are no Service Users still on board.
2. **Transportation of Service Users Using Wheelchairs or Special Seats** 
   1. The carriage of Service Users in wheelchairs must be undertaken by the JVC in accordance with the Department of Transport Code of Practice entitled: The Safety of Passengers in Wheelchairs on Buses (VSE 87/1) and or any subsequent guidelines which are issued.
   2. The JVC must carry out regular checks to ensure that any special seat is fitted in the vehicle correctly, the right size for the Service User and maintained to a reasonable standard.
   3. Unless the JVC receives written permission from the Council’s Transport and Contracts Team to the contrary, the carriage of wheelchair Service Users is limited to two per vehicle.
   4. Any Vehicle carrying three Wheelchair Service Users must have a Fire Suppression System fitted (or such system as required by law through the term of this partnership). Before any such vehicle can be used in the operation of this contract the JVC must have written approval from the Council’s Transport and Contracts team confirming its appropriateness of use. Any such confirmation will only be granted after the vehicle in question has been inspected by Council and the Licensing Department of the Council.
   5. Further information pertaining to the transportation of Service Users using Wheelchairs can be found in the Code of Practice.
   6. The carriage of Service Users in special seats must be undertaken in accordance with the Department of Transports Code of Practice entitled: Seat Belts and Child Restraints or any subsequent guidelines issued. This can be found at;

<http://shop.dft.gov.uk/thinkshop/product.aspx?ProductID=ba0da5d0-66dc-4571-8608-bf7e6b6a47fa>

* 1. The JVC must provide all required Car/Booster seats (for new-born babies and children up to the age of 12) or Kreling Harnesses needed to safely transport the Service Users.

13.8 If any service users requires any special seating over and above the standard boosters seats, details of this will be passed to the JVC before transport commences.

1. **Passes/Entitlement to Travel**
   1. The Council’s Transport and Contracts Team will notify the JVC of all Service Users entitled to a transport service, except in the case of the Dial-a-ride provision where all bookings are made by the Service User direct with the JVC.
   2. Services users of the dial-a-ride service are charged a fare as set out 5.5.2 and 5.5.3 above and the Service User is permitted to travel with their care dog at no extra charge.
2. **Unattended Service Users and Unknown Persons**
   1. The JVC must ensure that Service Users are not left at the roadside unattended if the Service User is normally met and accompanied home. The JVC must ensure that all Drivers and Passenger Assistants are aware of the procedure to follow if such an incident occurs (See Code of Practice issued by the Council).

* 1. In the rare occurrence that an unknown person is waiting for the Service User at the pick-up point; the Driver must call the JVC immediately and must not leave the Service User unattended.
  2. The JVC must only transport that Service User to their destination provided this does not endanger the safe legal operation of the vehicle. On arrival at the destination the JVC should advise the reception at the designated destination. Where required the JVC should seek clarity from the Council’s Transport and Contracts Team for any future journeys for that Service User.

1. **Travel Time**
   1. With the exception of the dial-a-ride provision all other transport is expected to arrive at its destination no earlier than 10 minutes before the session time begins as there may not be staff available to supervise the Service User. Drivers arriving earlier than this time are expected to remain in the vehicle with the Service User until the staff are available to receive the Service User.

16.2 In addition to 16.1 above, all other transport must be available to collect the passengers at the close of the afternoon session. Any delay on route in excess of 10 minutes must be reported to parents/carers/establishments which includes up to date information regarding arrival times.

16.3 The JVC must ensure the maximum “end to end journey” time for a Passenger, does not exceed 1 hour for primary school pupils and 1 hour and 15 minutes for secondary school age pupils and adults (which includes walking time to pick up and drop off points) where travelling is within the Borough of Southend-on-Sea. The stated times should also take into account for the loading and unloading of Service Users with wheelchairs/mobility scooters.

16.4 Where it is deemed reasonable, that it may be possible to allow the “end to end journey” time for a Service User to exceed this timeframe this would need to be considered and agreed by the JVC and the Council’s Transport and Contracts Team, and will be subject to the JVC’s governance procedures agreed with the Council.

1. **Establishment Closure Due To Unforeseen Circumstance** 
   1. Where an establishment is closed due to unforeseen circumstances the Establishment will endeavour to advise the JVC before 7:30am on the same day. The JVC must then ensure in as short as time as possible ensure:

* All Drivers and Service Users are made aware of the situation that the routes have been cancelled and that no Service Users are to be picked up
* The Parents / Carers/ Family Member of the Service Users are informed of the situation: either by the Driver or Passenger Assistant (if applicable) on Instruction from the JVC
* Advise the Council’s Transport and Contracts Team of the situation and the action being taken
* Follow any instructions or procedures given by the Council’s Transport and Contracts Team /establishment and keep them informed

(The JVC must ensure that the first two points regarding the actions above are not undertaken one after the other, but as far as possible, undertaken simultaneously and as a matter of urgency).

* 1. For the purposes of this Agreement the unforeseen circumstances for which an Establishment may face closure, include but are not limited to:
* Adverse weather (including snow, flooding & high winds)
* Structural damage to the Establishment
* Failure of a Utility or Utility Installation
* Industrial Action
* Terrorism
* Police Action
  1. The JVC must remain in frequent communication with their Establishment to keep up-to-date with the situation and confirm when the Establishment will reopen.
  2. On becoming aware that the Establishment will re-open or intends to re-open on a known date; the JVC shall immediately inform the Council’s Transport and Contracts Team and take all required measures to resume the operation of the contract upon the next full day of normal establishment operation.
  3. In the event that the Establishment is closed due to unforeseen circumstances and the Establishment is not able to confirm this until after the Service Users are in the process of being picked up or are on route to the establishment;

The JVC must ensure that all points detailed above in 17.1 are followed as closely as possible. In addition;

* Service Users still in the Process of being picked up with their Parent / Carer present must be advised of the closure by the Driver once if they become aware of the situation and return the Passenger to the care of the Parent or Carer / Family Member.
* No further pick-ups on the route must be made. The Driver and Passenger Assistant will follow the instructions of the Establishment. The Establishment will contact the Parent / Carer / Family Member and make arrangements for the passenger to be transported away from the Establishment. The Driver and Passenger Assistant must not leave the Establishment unless instructed by the Establishment.

1. **Passenger Misbehaviour**

18.1 The majority of home to school and adult Service Users have Special Educational Needs and Difficulties. The behaviour of some Service Users may be challenging, whereas others may have severe medical conditions. Some Service Users will have a combination of these attributes. The JVC will be fully informed of this situation and will ensure their staff will be trained and equipped to handle the potential challenges that may arise from the transporting of the Service Users for the duration of this contract.

18.2 The JVC must ensure all occurrences of persistent or serious misbehaviour or disobedience, including incidents of smoking or the use of e-cigarettes, are reported to the Council and the School/Educational Establishment, and where applicable Social Services. Details of the Service User’s name(s) will be required. These bodies will then be responsible for liaising the Parent/Carer/Next of Kin.

18.3 Service Users must not be banned from a vehicle by the JVC. The JVC will need to ensure it consults with the Council’s Transport and Contracts Team to ensure the Council’s policies are adhered to and measures/solutions can be followed according to the policy.

18.4 In extreme circumstances and only after consultation between the School/Educational Establishment, the Parent/Carer, the Council, and Learning Services; an individual vehicle for one Service User may be approved. In such a case the route name of the vehicle must be the same as the route that the Service User has left with a number suffix of the next available number not already in used in the provision of the route. The intention will be that the Service User will return to the joint transport at the earliest opportunity.

1. **Consistency of Staff**
   1. The JVC, wherever possible, shall ensure that the Driver & Passenger Assistant used for each route remain consistent and any changes for home to school passenger transport includes a meet and greet session as outlined in 5.2.2 above. This consistency on the part of the JVC will assist both the Parents/Carers and the Passengers; resulting in a more efficient and effective service.
   2. A list comprising of all Driver and Passenger Assistant names and the Route to which they have been allocated must be supplied to the Council’s Transport and Contracts Team by the 1 July 2019 unless the JVC is set up sooner and this means the information will be required at least one month before the contract commences.
   3. Where changes cannot be avoided e.g. sickness, the JVC must ensure that only (wherever possible) the Driver or the Passenger Assistant is changed and not both employees at the same time. Any changes to the staff allocated to a route, must be promptly notified to the Council’s Transport and Contracts Team.
2. **Vehicles**
   1. It is the responsibility of the JVC to ensure that the vehicles used in this provision of service are regularly cleaned, equipped with a properly maintained heating and ventilation system and, if required, have provision for the secure carriage of special needs, disabilities and restricted mobility Service Users’ equipment. Vehicles must also be thoroughly roadworthy and be well maintained and comply with all statutory requirements.
   2. All vehicles used on this service must also be subject to a daily maintenance check by the assigned Driver.
   3. In the performance of the services provided in accordance with this contract the JVC must comply with all applicable legislation and good industry practice.
   4. It is the JVC’s responsibility to ensure that the vehicles used on this Agreement are fully compliant with all relevant Licensing Regulations as well as the vehicle requirements set out in this Tender including Southend Hackney Carriage Standards.
   5. Any vehicle(s) used on a route by the JVC for the purpose of this contract must have seating capacity sufficient to convey the number of Service Users and Passenger Assistants registered to that route.
   6. The JVC must ensure that all vehicles used to convey Service Users to a destination can be safely used on all roads necessary to complete a route. The JVC must be aware of and take into account aspects, including but not limited to; weight restrictions, low bridges and narrow roads.
   7. The JVC must have in place prior to the commencement date of the contract a detailed Traffic Management Plan for their establishment. The JVC must ensure that the Traffic Management Plan is approved by both partners of the JVC.
   8. The JVC must ensure that Drivers park safely within the school grounds, educational establishment/other destinations and surrounding areas.
   9. The JVC must seek confirmation from the school/educational establishment/other destinations on where best to park within the designated parking areas and surrounding areas for Service Users alighting and/or boarding vehicles.
   10. The JVC will offer the same level of service to all Service Users conveyed and work within the requirements of the Equalities Act 2010 and appropriate operating licence.
3. **Vehicle Construction and Display of Signs** 
   1. Seat Belts must be provided and used by the JVC, where the law requires and in accordance with the Road Vehicles (Construction and Use) Regulations 1986 and the Public Service Vehicles (Carrying Capacity) Regulations 1984.
   2. Where the JVC uses a vehicle (other than a taxicab) where the Driver is accommodated in a cab or compartment separated from the Service Users seating accommodation, or where the Driver of the vehicle, where the vehicle has 16 or more seats, does not have control of the vehicle doors from his seated position, the JVC must at the JVC’s own expense provide a Passenger Assistant for all of the services except the dial-a-ride services.
   3. If the JVC is using a vehicle that has more than 16 seats, including Driver, with a centre entrance/exit door, whether the centre entrance/exit door is in use or not, the Service User’s travelling time should not exceed the travelling time set out in section 16 above.
   4. The JVC must ensure that any signs required to be displayed, either by the Council or by legislation concerning the operation of vehicles used in the performance of this contract, are displayed at the relevant times in the relevant places.
   5. The JVC is required to provide yellow/black child signs in the front and rear of the vehicle for the home to school service only, so it is plainly visible to road users both ahead and behind: that school children could be on the vehicle. These signs must be a minimum of 250mm for the front of the vehicle and 400mm for the rear of the vehicle. These requirements may be subject to change and must comply with statutory requirements.
   6. The JVC must ensure that each vehicle used to transport Service Users to all services in this contract can be identified by a sign displaying a symbol / shape unique to each specific route. Each route must have its own specific shape or symbol and this must remain unchanged for the duration of the contract. The shapes or symbols used must be clearly visibly displayed on all four sides of the relevant vehicle.
   7. The JVC must ensure multiple vehicles with identical routes display the same specific shape or symbol. In such cases the shape or symbol of the all vehicles used on one route must be the same, with the addition of a number suffix for example “2” or “3”.
   8. The JVC will ensure that the Route Name and/or Number (or such other number as determined by the Council) is displayed clearly on the front of the vehicle in numbers at least 100mm high or in such other format, position or size as may be specified by the JVC.
   9. No vehicle with an open platform or an open top shall be used, unless the use of such vehicles has been previously agreed by the JVC.
   10. No minibus or any vehicle with less than 16 passenger seats shall be used if fitted with side facing seats.
   11. Where required, tail lifts on vehicles must conform to the British Standards Institution’s code of practice, and as such should be appropriately checked and maintained. Regular and thorough examinations of tail lifts by a competent examiner must be carried out as a mandatory condition of contract. The JVC must also be aware of the Lifting Operations and Lifting Equipment Regulations 1998 and the Provision and Use of Work Equipment Regulations 1998 and any subsequent revisions.
   12. All tail lifts must be installed/maintained/tested and certified as per manufacturer’s instruction guide lines by; LOLER (Lifting Operations and Lifting Equipment Regulations) qualified engineers.
4. **Parking**

22.1 The JVC shall be deemed to be aware of all Road Traffic Regulations and local by-laws in force. In the event that the transportation of Service Users require a setting down or pick up outside of an establishment’s designated parking area the JVC needs to be aware of controlled/ restricted parking areas and the JVC shall take this into account when developing its service plan.

22.2 The JVC, not the Council, shall be responsible for the payment of all parking fines and correctly issued penalty charges whether or not incurred during delivery of the passenger transport services. The JVC must therefore have a mechanism in place where a robust policy means the Driver will be responsible for any parking fines incurred.

22.3 The Council is not obliged to consider any parking, waiting and leading time issues arising during the Agreement Period which were not raised within the JVC's tender. Where new regulations/ parking schemes are proposed and/ or implemented during the Agreement Period the JVC will not benefit from any additional rights to those of any other motorist affected by the proposal.

22.4 The Council is not obliged to issue any dispensation for parking/ waiting and loading or to cancel any penalty charges howsoever incurred by the JVC. The Council will not make any representations to any other traffic authority in support of or on behalf of the JVC.

22.5 No drop-offs and pick-ups for the home to school service should be made across playgrounds whilst there are children in them and without express consent of the responsible adult on duty in the playground.

1. **In the Event of an Accident**
   1. In the event of the vehicle being involved in an accident, with or without injury to a Service User, or any a third party, the JVC will be responsible for ensuring the Council’s Transport and Contracts Team, school/educational establishment/other destinations, Parents/Carer/Family Member or next of kin are notified as soon as reasonably possible. This must be on the same day as the accident.

223.2 Additionally, the JVC must prepare a full written report within the key performance indicator set out in 29.3, specifying full details of the time, location, parties involved and circumstances in which the accident took place and reported via the JVC reporting mechanism.

1. **Disclosure and Barring Checks**
   1. The JVC must not employ any new Driver or Passenger Assistant on this contract without first having obtained (and duly considered) in respect of such Driver or Passenger Assistant an Enhanced Disclosure and Barring Check. It shall be a contractual obligation that the JVC must comply with the Council’s policies, checks and training.

* 1. The Council’s Transport and Contracts team must be notified by the JVC of any positive disclosure made in response to an Enhanced Disclosure and Barring Check, carried out on any Individual the JVC is proposing to use on this contract or who may be currently employed.
  2. The JVC must provide the Council’s Transport and Contracts Team with the details of these positive disclosures, upon which the Council’s Transport and Contracts Team will carry out a risk assessment to establish if Individual is suitable to work on the Agreement. This may include but not be limited to interviewing the Individual involved.
  3. The Council’s Transport and Contracts Team will confirm in writing if the Individual is permitted to work on the Agreement or not. Until this decision has been confirmed in writing; an Individual with a positive disclosure against their name may not work on any aspect of this contract that may bring them into contact with a Service User. Only with the written agreement of the Council will this situation be allowed to change.

1. **Training Requirements for the JVC, Drivers & Passenger Assistants**
   1. The JVC will be responsible for Health & Safety training for their Drivers and Passenger Assistants. This training should include but not be limited to; how to support, without lifting and assist Service Users safely in and out of the vehicles.
   2. The JVC must ensure that all Drivers and Passenger Assistants are first aid trained.
   3. The JVC must provide the JVC reporting mechanism to evidence that this training has been undertaken.
   4. The JVC must ensure that first aid training for all Drivers and Passenger Assistants is renewed within an appropriate timeframe and not allowed to elapse at any time throughout the duration the contract.
   5. The JVC must ensure that they train their Drivers and Passenger Assistants on the code of practice contents, providing Driver and Passenger Assistant with a copy of the Code of Practice and regularly ensuring that their staff are following the practices and guidance set out in the code of practice.
   6. The JVC must ensure that all staff on routes undertake Passenger Assistant Awareness Training. The cost of this training will be met by the JVC.
   7. Throughout the duration of this contract the JVC must ensure Passenger Assistants and Drivers attend additional training as may be required by the JVC/Council’s Transport and Contracts Team. This includes but is not limited to;

* First Aid
* Specialised Training relating to the Service Users
* Training to comply with any guidance that may be given by the Council
* Amendments to the Code of Practice
  1. If required by the Council’s Transport and Contracts Team, the JVC must provide evidence that its staff (either as whole or on an individual basis) have attended any required training and are proficient in the related field.
  2. During the course of the Agreement; some establishments will provide Mandatory Specialised Training for both Drivers and Passenger Assistants. The times for this provision of training will be agreed between the JVC and the Establishment. Details of the Training Sessions will be made available to the JVC by the Establishments.

1. **Loading Manager**
   1. The JVC must provide a named Loading Manager/Lead Driver for Establishments where five or more vehicles are used to one destination point to oversee the safe and efficient alighting and boarding of all Passengers
   2. The JVC must ensure the Loading Manager/Lead Driver for each establishment is in daily attendance for all morning arrivals and all afternoon departures.
   3. The duties of the named Loading Managers/Lead Driver will also include, but not be limited to:

* being the first point of contact for all Drivers and Passenger Assistants reporting daily issues arising
* Collating, assessing and passing information onto either the establishment and/or the Passenger Transport Department if required
  1. The relevant Establishment must be notified in writing by the JVC, to any change relating to the replacing of a Named Loading Manager/Lead Driver.
  2. The JVC must ensure that all Loading Managers/Lead Drivers have been appropriately trained, vetted (Enhanced Disclosure and Barring Check) and badged.
  3. The JVC must ensure that their systems are updated on a daily basis with any amendments so updated information is available on request. The JVC must also either provide the Transport and Contracts Team a copy of loading lists for all establishments or provide third party access to the Transport and Contracts Team.

1. **Social Value Act 2012 (SVA)**
   1. The JVC must consider the methods used to deliver benefits to the well-being of the wider community.
   2. The main principles upon which the SVA operates and which the JVC will look to stimulate benefits are, but not limited to:

• **Economic**: this may include the JVC maximising opportunities for Volunteers, Apprentices, small and medium-sized enterprises (SME’s), third sector organisations (TSO’s), recruitment via the local market and spending locally

• **Environment**: this may include the JVC pro-actively reducing levels of carbon emissions/waste and possibly pursuing innovative methods of recycling

• **Social**: this may include the JVC developing polices and processes to ensure its workforce are highly skilled and well-motivated: so it can truly meet the skill needs of the local economy

* 1. The examples supplied against each of the principles are provided as guidance only. However, the JVC should in a reasonable and practicable manner apply a pro-active and pro-social approach in the provisioning the contract, to aid and where possible improve the well-being of the community. For the avoidance of doubt, the JVC should adopt this approach and where possible promote such processes within their Supply Chain.
  2. There is significant SVA information published online from a variety of sources including from Government Organisations and Private Enterprises.

1. **Premises**

28.1 The JVC will be required to provide suitable premises to be able to undertake the delivery of the passenger transport service and location of the JVC premises should take into account the ability to deliver the service at the times required as set out in Appendix B and the Commercial Questionnaire. The JVC may also consider other creative solutions i.e. temporary parking in the borough of Southend during the day and overnight accommodation outside of Southend.

28.2 The JVC will be responsible for rent and rates of the premises for the duration of the JVC Agreement. Tenderers will need to take into this into account in their financial planning and costs for the service. Heads of Agreement and accompanying terms must be agreed prior to commencement of the service occupancy/delivery.

**29. Performance Monitoring**

29.1 The JVC will ensure that the structure of the JVC includes performance reporting as agreed in the annual business plan.

29.2 The JVC is required to consider the key performance indicators (KPI) listed in 29.3 below as a minimum and targets to be mutually agreed between both parties, subject to the proposed solution.

29.3 A Service Level Report covering these KPI’s will be agreed on a monthly basis (or as required) that are reporting over a quarterly/six month period.

|  |  |  |
| --- | --- | --- |
| Service Criteria | Key Performance Indicator | Performance Required |
| Passenger Management | Number of incidents on-board a vehicle that were reported to the Provider via Driver /Passenger Assistant | For information only |
| Number of passengers per route/service | For information only |
| Number of route changes over 3 month period | For information only |
| Inability to operate a Route, or any part of a Route, this must be reported to the Council’s Transport and Contracts Team, by the JVC, in writing on the same day on which the default takes place | [JVC to propose a target] |
| Full written report of accidents within [insert period] | [JVC to propose a target for a time limit] |
| On-board incidents notified to the Council within [insert number] hours of occurrence | [JVC to propose a target for a time limit that is within 24 hours] |
| Drivers changes to allocated routes over [insert number] period | [JVC to propose a target for a period within 3 months] |
| Emergency measures to cover business continuity including Sub – Contractor provisions | [JVC to propose a target for a period within 3 working days] |
| Passenger Assistants changes to allocated routes over [insert period] | [JVC to propose a target for a period within 3 months] |
| Number of new applications for **home to school/college** transport to be processed and allocated a route within [insert number] working days including meet and greet. | [JVC to propose a target for a time limit that is within 3 working days] |
| Number of new applications for **adults with learning disabilities** transport to be processed and allocated a route within [insert number] working days. | [JVC to propose a target for a time limit that is within 3 working days] |
| Number of new applications for **children social care** transport to be processed and allocated a route within next working day if requested by [insert time] the previous day. | [JVC to propose a target for a time limit] |
| Number of new applications for **dial-a-ride** transport to be processed and allocated a route within [insert number] working days. | [JVC to propose a target for a time limit that is within 3 working days] |
| Co-ordination | Specialist equipment i.e. harnesses ordered within [insert number] working days on receipt of Council’s Transport and Contracts Team’s request | [JVC to propose a target for a time limit that is within 3 working days] |
| [insert time] “end to end journey time” for primary school Service Users where journeys are to and from within the borough of Southend | [JVC to propose a target for a time limit that is less than one hour] |
| [insert time] “end to end journey time” for secondary school age or adult Service Users where journeys are to and from within the borough of Southend | [JVC to propose a target for a time limit that is less than one hour and 15 minutes] |
| Customer Service | Notifications to Council of any route, staff, vehicle changes or incidents within [insert number] hours | [JVC to propose a target for a time limit that is less than 24 hours] |
| Communication with all stakeholders to notify of any changes in service within [insert number] hours | [JVC to propose a target for a time limit that is less than 48 hours] |
| Pre transport phone calls to introduce the company, the Drivers and Passenger assistant and to arrange a pre meet and greet (if required by parent) | 100% |
| Response times to the Council’s requests for further information relating to safeguarding issues within [insert number] hours | [JVC to propose a target for a time limit that is less than 24 hours] |
| Response times to the Council’s requests for general management information within [insert number] working days. | [JVC to propose a target and a time limit] |
| Acknowledge receipt of complaints within [insert number] hours | [JVC to propose a target for a time limit that is less than 24 hours] |
| Respond to complaints within [insert number] days of receipt | [JVC to propose a target and a time limit] |
| Number of late pick-ups | [JVC to propose a target] |
| Number of late drop-offs | [JVC to propose a target] |
| Number of missed Service Users | [JVC to propose a target] |
| Invoicing | Invoice queries dealt with to satisfaction within [insert number] days | [JVC to propose a target and a time limit] |
| Management information | Training and DBS records of all staff to be provided at each review meeting | For information |
| Data Protection & Security | Immediate notifications of data protection breaches whereby the JVC is responsible | 100% |
|  | All staff to be data protection regulation trained and under a confidentiality agreement | 100% |
| Social Value Outcomes | Case studies and Qualitative and Quantitative report provided evidencing social value outcomes | Qualitative and Quantitative report |

*29.4 Management Information Reports*

29.4.1 The JVC will be required to provide as a minimum the following management information in a monthly report to the Transport and Contracts Team:

* Number of incidents on-board a vehicle that were reported to the Provider via Driver /Passenger Assistant
* Number of on-board incidents reported to the Council within [insert number] hours of occurrence
* Number of Drivers changes to allocated routes over [insert period]
* Number of Passenger Assistants changes to allocated routes over [insert period]
* Number of new applications for home to school/college transport to be processed and allocated a route within [insert number] working days including meet and greet.
* Number of new applications for adults with learning disabilities transport to be processed and allocated a route within [insert number] working days.
* Number of new applications for children social care transport to be processed and allocated a route within next working day if requested by [insert time] the previous day.
* Number of new applications for dial-a-ride transport to be processed within [insert number] working days.
* Number of specialist equipment requests i.e. harnesses ordered within [insert number] working days on receipt of Council’s request
* Number of route, staff, vehicle changes or incidents
* Number of pre transport phone calls to introduce the company, the Drivers and Passenger Assistant and to arrange a pre meet and greet (if required by parent)
* Number of Council’s requests for further information relating to safeguarding issues
* Number of Council’s requests for general management information including a copy of the loading list for all routes
* Number of complaints received over [insert period] including response times
* Number of late pick-ups
* Number of late drop-offs
* Number of missed Service Users
* Number of invoice queries

29.4.2 Ad hoc requests for information

Upon request to the JVC by the Council’s Transport and Contracts Team, the JVC will provide the following information within [insert number] hours of the request;

* Requests for any information relating to safeguarding issues

Upon request to the JVC by the Council’s Transport and Contracts Team, the JVC will provide the Council the following information within [insert period] of the request receipt;

* + Or information regarding any changes to the service as requested by the Council’s Transport and Contracts Team from time to time.