

# **Community Transport Passenger Services**

**Ref: HAC5591**

## **Specification**

### **Dynamic Purchasing System**

## September 2019

### 1. Introduction

- 1.1 This specification sets out the minimum requirements of the passenger transport service as externally commissioned via the dynamic purchasing system (DPS). The specification covers core expectations in regards to service delivery, quality assurance and the safety of passengers.
- 1.2 Only providers able to meet the requirements of the specification, along with other stipulated criteria as cited on the DPS will become accepted providers, delivering crucial services to vulnerable groups of service users across Tower Hamlets.

### 2. Strategy

- 2.1 The Passenger transport service exists within Tower Hamlets Strategic Plan 2018-21. The priorities are:

**Priority 1:** People are aspirational, independent and have equal access to Opportunities

**Priority 2:** A borough that our residents are proud of and love to live in

**Priority 3:** A dynamic outcomes-based council using digital innovation and partnership working to respond to the changing needs of our borough

- 2.2 This also links to our commitment to our required staff behaviours built around our five TOWER Values:



We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets



We are **OPEN** and transparent



We are **WILLING** to challenge, innovate and be accountable



We empower each other to be **EXCELLENT** and go the extra mile



We **RESPECT** all communities, they are the heart of everything we do

- 2.3 Providers are strongly encouraged to embed them within their organisation's practice and demonstrate that they abide by those values not only in the delivery of their services but also on how they work with other Council's partners.

### 3. Care Principles

- 3.1 Staff will be delivering an important, statutory service to vulnerable children, youths and adults, most of whom are not in a position to care for themselves. Therefore, these passengers are reliant on the care and vigilance that must be provided by all staff, regardless of whether they are a driver or a passenger assistant. This duty of care commences from the time they come into the Supplier's care until the time they are handed over safely to an authorised person.
- 3.2 If staff fail to care responsibly for the passengers, or become complacent in their daily tasks, they are failing those passengers, their parents and carers, and ultimately the service provided by Tower Hamlets. Therefore, it is essential that Suppliers consistently deliver the required service standards under this Contract.
- 3.3 Passengers will have individual requirements, which must be taken into account when undertaking journeys. These requirements, which will cater for learning disabilities, physical difficulties, mental, emotional or behavioural problems, sensory impairment and frailty relating to old age, will be notified to drivers and Passenger Assistants prior to the operation of any service. Any equipment that requires transportation with the Passengers must be carried at the same time. Some vehicles may need to be specially equipped to facilitate the safe and comfortable transportation of Passengers.
- 3.4 In order to achieve a high degree of confidence in the competence and ability of the Service, attention must be paid to the following areas.
  - Ensuring that the service provided is primarily Passenger orientated.
  - Ensuring that particular importance is placed on the continuity of care by minimising staff turnover.
  - Achieving and maintaining a high quality of service provision.
  - Ensuring that Passengers and their carers have confidence in the Supplier and their staff and that duties are undertaken in a professional manner for the benefit of the Clients and their Passengers.

### 4. Journeys

- 4.1 Journeys procured through the DPS are primarily to collection of Passengers from a stipulated collection point to their school or day-care facility as appropriate and collection at the end of the day for their return journey. These journeys are defined as Scheduled Journeys and normally require passenger assistant support.

- 4.2 In some instances the routine (for example, the afternoon drop-off point on a certain day) may be changed by the Client as a regular variation to the route.
- 4.3 There is also a requirement to provide an ad-hoc passenger transport services for one or more Passengers, with or without passenger assistant/carer support.

## **5. Service Relationship**

- 5.1 LBTH Clients must be recognised as a priority customer by the Suppliers.
- 5.2 The availability of vehicles must cover 7 days a week and 365 days a year on an as-required basis.
- 5.3 The over-arching DPS Agreement will be with the Authority and this will be managed overall on behalf of the Authority by nominated managers from across the Local Authority.
- 5.4 Clients (Authority Department users) will make use of services provided by the DPS through the process as cited in the DPS guidance.
- 5.5 Suppliers will be required to act on instructions from Client Managers and directly invoice against the purchase order number given by the individual clients department(s).

## **6. Assistance Dogs**

- 6.1 For all journey types, Suppliers are required to transport an Assistance Dog when accompanying a client with sight impairment or other specific need. This is an absolute requirement of the service, providers not meeting this requirement will not be used, and action will be taken to remove them from the DPS.
- 6.2 Where a driver is unable to accommodate Assistance Dogs due to a specific medical condition, they should present an Exemption Certificate to the Supplier in advance of being employed on this specific contract. The Certificate must relate to the specific medical condition that they have and confirm that they are not able to accept guide dogs and other assistance dogs. A yellow 'Notice of Exemption' notice is to be displayed on the vehicle's windscreen.
- 6.3 Where such an exemption exists, that driver must not be despatched to a journey that requires an Assistance Dog to be carried.

## 7. Waiting Times

- 7.1 Waiting time is not chargeable within this contract.
- 7.2 The Client Manager or the passenger themselves (depending on the contact number given to the Supplier at the time of order) must be advised when the car has arrived for the pick-up.

## 8. Information

- 8.1 The Supplier will supply to the Local Authority as requested and within an agreed period of time any management information as might be reasonably requested. Such information may comprise:
- Appropriate corporate Insurance cover
  - Vehicle insurances, test certificates, etc.
  - An up to date list of all personnel who have direct contact with vulnerable children, youths and adults
  - Confirmation that all those named above have passed enhanced DBS (Disclosure and Barring Service) checks
  - Journey Records
  - Staff training records
  - Health & Safety accidents

## 9. Service Standards

- 9.1 Suppliers are expected to deliver the services as set out in this Specification and in accordance with the Government's prestigious Customer Service Excellence (CSE) standard, details of which can be found here:  
<http://www.customerserviceexcellence.uk.com/aboutTheStandardCSE.html>
- 9.2 Suppliers will be regularly monitored by the Authority with regard to the routine delivery of these standards and shall be required to make any changes identified as necessary either through this monitoring process or through feedback from service Passengers. Authority monitoring may take place on an unannounced basis.
- 9.3 To assist with this, Suppliers must ensure that all passengers or their carers have the opportunity to provide feedback on the core deliverables of the service at least on an annual basis.
- 9.4 The Supplier must ensure that only qualified, trained staff are employed to provide services under this DPS and staff have all received satisfactory pre-employment checks.

- 9.5 The Supplier will work with the Authority to provide punctual, safe and comfortable journeys for all passengers using clean and well-maintained vehicles.
- 9.6 All Suppliers shall issue their staff with identification badges showing the name of the staff member, a photograph and the company name. The identity badge must be worn, and on show, at all times.
- 9.7 The requirement will be for transport services akin to a normal taxi service, but with particular consideration for any special needs of the passenger, who may or may not be with a carer or support worker.
- 9.8 Some passengers will require specially adapted vehicles or specialist equipment for their journey. Suppliers must ask at the time of booking if there will be a requirement to provide more specialist resources and will respond accordingly, whilst ensuring that the appointed drivers are able to use them.

## 10. Safeguarding

- 10.1 The provider is required to have a Safeguarding and Child Protection Policy and Procedure that is compliant with that of section 11 of the Children's Act 2004, the Tower Hamlets (<http://www.proceduresonline.com/towerhamlets/cs/>) and the London Child Protection Procedure: 5<sup>th</sup> Edition.
- 10.2 Providers must have in place rigorous safeguarding policies and procedures to ensure all children and young people CYP are supported to avoid, reduce and escape abuse. All team members will carry out their roles whilst diligently adhering to both internal safeguarding protocols as well as Tower Hamlets' expectations regarding reporting, escalating and joint work to address each and every safeguarding alert.
- 10.3 Providers must be able to demonstrate upon request how they are able to address and resolve any safeguarding issues affecting CYP with immediate frontline support, and aligned to an overarching strategic approach to safeguarding.
- 10.4 Staff delivering support in placements must have completed Safeguarding training and organisations must commit to ensuring all staff receives periodical refreshers. Staff must also have a working knowledge of government policies, procedures and legislation relating to safeguarding and child protection, which must include as a minimum the 'Safeguarding Vulnerable Groups 2006' legislation and 'The Children and Social Work Act 2017'. Staff must also have a clear understanding of, and an adherence to Tower Hamlets Safeguarding

Adults Procedures 2016,

[https://www.towerhamlets.gov.uk/Documents/Adult-care-services/Safeguarding-adults/LBTH\\_Safeguarding\\_Procedures.pdf](https://www.towerhamlets.gov.uk/Documents/Adult-care-services/Safeguarding-adults/LBTH_Safeguarding_Procedures.pdf)

- 10.5 Passengers will have individual requirements, which must be taken into account when undertaking journeys. These requirements, which will cater for learning disabilities, physical difficulties, mental, emotional or behavioural problems sensory impairment and frailty relating to old age, will be notified to drivers and Passenger Assistants prior to the operation of any service. Any equipment that requires transportation with the Passengers must be carried at the same time. Some vehicles may need to be specially equipped to facilitate the safe and comfortable transportation of Passengers.

## **11. Passenger safety and comfort**

- 11.1 Those involved in the provision of transport to Passengers should act with respect, courtesy and pleasantness. They should acknowledge and respect people's gender, sexual orientation, age, ability and potential, race, religion, culture and lifestyle.
- 11.2 Passenger Assistants travelling with Passengers will be responsible for the personal safety, welfare and orderliness of all Passengers whilst they are in transit. Such responsibilities may also include assisting Passengers from their homes to the vehicles and back to their homes where notified by the Client Manager. In instances of ill health of the Passenger, staff should remain with them until professional help is in attendance.

## **12. Primary Aged Children - Home to School Journeys**

- 12.1 Some pupils carried on these journeys are of primary school age and therefore require some assistance and monitoring on their daily journey to and from school.
- 12.2 A passenger assistant will be required on every journey in addition to the driver so as to assist children (where required) on and off the vehicle, ensure that they wear their seatbelts, behave responsibly and are handed over to a responsible adult at the end of their journey.

## **13. General Staff Requirements**

- 13.1 At no time may drivers and/or Passenger Assistants leave Passengers alone in a vehicle.
- 13.2 The driver, Passenger Assistant, and any Passengers shall refrain from drinking or eating at all times during the journey, unless there is a pre-notified medical condition that requires this.

- 13.3 Smoking is forbidden on or next to the vehicles at all times.
- 13.4 Mobile telephones must not be used by the driver or Passenger Assistant for personal calls whilst there are Passengers on the vehicle.
- 13.5 The vehicle should be stationary before a mobile telephone call is made or received by a person driving a vehicle.
- 13.6 Staff should ensure that only those listed in the journey schedules or otherwise authorised in writing by the Client Manager travel on the vehicles. Notwithstanding this requirement, Authority staff monitoring a route (both announced and un-announced) are permitted to travel on the vehicle.
- 13.7 A Supplier's staff must report immediately to the Client Manager any concerns that they may have regarding the comfort or safety of Passengers and/or the fitting or operation of any specialist equipment and wheelchairs carried on vehicles.
- 13.8 Where the Passenger Assistant or driver discovers items of value in a vehicle which are thought to be the property of a Passenger, they shall hand such items of value in to the school, the centre or their own office as soon as possible and obtain a written receipt for such items or they should return the item to the home address if this is more appropriate. The Supplier should advise the Client Manager of any event of this nature.
- 13.9 Staff must report immediately to their own office any concerns that they may have on the following:
- The means of collection and delivery of Passengers to the vehicle or homes
  - The comfort or safety of Passengers on the vehicles
  - The fitting or operation of any specialist equipment and wheelchairs carried on their vehicles
  - These concerns should immediately be advised to the Client Manager by the Supplier.
  - In addition, drivers and Passenger Assistants should observe and listen to the needs of the Passengers and report any concerns immediately to their own office.



## **14. Service Delivery Issues and Remedies**

- 14.1 Punctuality in picking passengers up is of prime importance in the delivery of this service.
- 14.2 When a vehicle encounters a delay or delays on a journey that will cause a lateness of more than ten (10) minutes at a pick-up point the Client Manager must be notified immediately even if the vehicle is in transit.

## **15. Breakdown and Accidents**

- 15.1 In the event of an accident or breakdown to a vehicle whilst carrying Passengers or officers, details must immediately be reported to the Client Manager as well as details of any injury incurred by any party.
- 15.2 Assuming there are no circumstances preventing such action, the Supplier must ensure a suitable replacement vehicle/s is/are despatched to the scene to enable the journey to continue, so far as it is possible to do so.
- 15.3 The Client Manager is to be kept informed of the progress of any replacement provision.

## **16. Failure to deliver**

- 16.1 When a vehicle fails to arrive at the agreed starting time, without prior notice, the Supplier will advise the Client Manager and immediately make arrangements to obtain alternative service provision.
- 16.2 If alternative arrangements cannot be made, the Supplier will contact the Client Manager at the earliest opportunity in order that arrangements can be made with another Supplier.

## **17. Passenger Not Ready**

- 17.1 Where the vehicle arrives at a Passenger's home and there is no reply, or the Passenger Assistant considers that the Passenger will take longer than three (3) minutes (except where a different period has been agreed for individual passengers) to board the vehicle, the driver must contact the Supplier to inform them of the situation.
- 17.2 Where the Passenger is ill, or does not wish to travel, the driver will inform the Supplier before cancelling the journey or, if other passengers are on board, continuing with the journey. If the journey is continued with other passengers the driver or Passenger Assistant will inform the appropriate member of staff at the centre or school.

## **18. Assistance to Passengers (Vulnerable Adults Only)**

- 18.1 Where specifically requested to assist an adult Passenger to their home, the Supplier's staff should assist the Passenger to their door, place them inside their front door and then leave, closing the door securely behind them.
- 18.2 Where Passengers feel unwell on the way home or the driver or Passenger Assistant has any concerns over leaving the Passenger alone in their home, they should advise their concerns to the Supplier immediately, and seek instruction before leaving the Passenger.
- 18.3 Concerns as outlined should be immediately communicated to the Client Manager to enable suitable support arrangements to be put into place.

## **19. Handing over Passengers**

- 19.1 Passengers must be handed over to responsible persons at the day centre or school or college.
- 19.2 When delivering Passengers home, they should only be handed over to their parent, carer or guardian, who must be known to the Supplier's staff.
- 19.3 If the parent, carer or guardian has agreed to the handover of a Passenger to a sibling the sibling must be aged 16 or over. This must be authorised by the Client Manager.
- 19.4 If the Supplier's staff is in any doubt about handing over Passengers, they must immediately advise and take guidance from the Client Manager or the Client Manager's staff before doing so.

## **20. Non-collection of Passengers by Parents, Carers or Guardians**

- 20.1 Where it is usual for a Passenger to be met on the homeward journey by a parent, guardian or carer known to the driver or Passenger Assistant, and this person is not available to accept the Passenger from the Passenger Assistant, then the Client Manager must be advised immediately, as follows:
  - In the case of a child, a note must be left at the Passenger's address in a format agreed with the Clients and the child taken to a previously-nominated Authority establishment for safe keeping.
  - Where an elderly or a disabled adult or an adult with learning difficulties cannot be placed in their own home, a note must be left at the Passenger's address in a format agreed with the Clients and

the Passenger taken to a previously nominated Authority establishment for safe keeping.

## **21. Diversion to Hospital**

- 21.1 Where a Passenger is taken to hospital in an emergency, they will be handed over to a recognised representative (e.g. Doctor, Nurse, Social Worker) of the hospital. The driver or Passenger Assistant is to contact the Supplier immediately and they in turn must advise the Client Manager. The vehicle must not leave the hospital until given approval by the Client Manager to do so.
- 21.2 The Client Manager is to be provided with a written report from the Driver or Passenger Assistant once all the facts are known and as soon as possible.

## **22. Checking the Vehicle at the end of every Journey**

- 22.1 Passenger Assistants, as well as Drivers, must check that there are no Passengers and no lost property left on the vehicle at the end of each journey.
- 22.2 Passenger Assistants must not leave the vehicle before checking that the last passenger has been delivered safely to their destination.
- 22.3 The Driver has a further duty to undertake a similar check before parking the vehicle at the end of their working day.
- 22.4 The Driver and Passenger Assistant at the beginning and at the end of each journey must check that all seats, equipment and safety devices are in place and functional.
- 22.5 These checks must involve walking the aisle of the vehicle and visually checking each seat area or wheelchair space and physically checking that each item of equipment and safety device functions as it ought.
- 22.6 Where there are any safety items missing or malfunctioning or there are any concerns in this respect, these matters must immediately be reported to the Supplier who shall ensure that all equipment is in perfect working order before the vehicle is allowed to undertake another passenger journey.

## **23. Vehicle Design and Use**

- The Supplier must provide vehicles that are suitable for the secure, comfortable and safe boarding, transportation and alighting of the

specified number of Passengers (including any Passenger Assistants) needing to travel, taking into account their individual requirements.

- Vehicles must be of presentable appearance, well maintained, have appropriate signs and logos and be properly equipped for the journey to be undertaken.
- Only vehicles that are specifically adapted to do so may be used to transport Passengers in wheelchairs.
- All passenger vehicles must be capable of being adequately heated (at least 22C sustained), have air conditioning for the summer months and be well ventilated and suitable in appearance and design, in the view of the Client Manager, in order for them to be considered acceptable for the purposes of this Specification.
- Contractors are required to effectively respond to any statutory emission targets set for public carriage vehicles operating in London.
- Failure to comply with Vehicle Licencing or any other statutory requirements will be considered a material breach of the Contract
- In addition to any statutory requirements, all passenger vehicles should carry a first aid kit, at least one appropriate fire extinguisher and a kit adequate to deal with any spillages (including bodily fluids), safely and without hazard to the driver or other passengers.
- The Authority requires that all vehicles provided under this Contract are enabled with two-way communication between the Supplier and the staff on the vehicle and that this shall be operational at all times.
- When requested to do so, the Supplier will make a vehicle available at an agreed time and place for an officer of the Authority to undertake an inspection of the vehicle to confirm its appropriateness for the performance of the work to which it is allocated under this contract.

## 24. Seat Belts

- 24.1 Seat belts and other safety restraints must be fitted and used in accordance with “best practice” guidance. ROSPA guidance can be found at:

<http://www.childcarseats.org.uk/the-law/cars-taxis-private-hire-vehicles-vans-and-goods-vehicles/>

and

<http://www.rospa.com/rospaweb/docs/advice-services/road-safety/practitioners/minibus-code-of-practice.pdf>

- 24.2 Where the staff and/or the Client Manager have any concerns regarding the safety of passengers, the best practice guidance linked above should be used as a source of recommendation for appropriate measures to be put into place to ensure the complete safety of the passenger whilst in transit.

## **25. Coaches and Minibuses**

- 25.1 Vehicles must be of such internal design that a Passenger Assistant can easily manoeuvre within the vehicle and gain easy access to each Passenger. In this respect, the design considered to be the standard most desirable will have forward facing seats either side of a central aisle. Non-standard seating layouts must be notified to the Client Manager prior to use.
- 25.2 Double deck vehicles must not be used for any journeys unless they are considered suitable by the Client Officer or nominated requestor prior to the particular journey to be undertaken. Double deck vehicles used on this Contract should ideally be fitted with 3-point fixed lap and diagonal seatbelts, and be otherwise acceptable to the Client Manager.
- 25.3 Where the vehicle is being supplied under Hire and Reward arrangements, the operator of any such vehicle must hold a current and appropriate Operator's Licence and the vehicle must be identified on that Licence.
- 25.4 Rear doors of coaches and minibuses must have warning buzzers which sound if doors are opened whilst the vehicle is in motion.

## **26. Private Hire Cars**

- 26.1 Private hire cars and their drivers supplied from within the London area must have a valid licence issued under the Private hire Vehicles (London) Act 1998 by the Public Carriage Office (PCO).
- 26.2 Private hire cars supplied from outside the London area and their drivers must have a valid licence issued under the terms of the Local Government Act 1976.
- 26.3 Cars must be constructed with at least four doors, be able to carry at least four passengers, have 3-point fixed lap and diagonal seatbelts, and have child safety locks fitted and engaged to the rear doors when children and vulnerable adults are being transported.
- 26.4 The Client Manager shall advise the Supplier where necessary if child safety locks have to be engaged when carrying vulnerable adults/adults travelling without an allocated Passenger Assistant.

## 27. Licenced Taxis

- 27.1 Vehicles and drivers provided by black cab companies must be licensed by the PCO.

## 28. Parking

- 28.1 The Supplier or its employees must not park, other than to deliver or collect passengers under this Contract, on the Authority's premises nor any other location where they pick up or deliver passengers under this Contract unless where previously agreed with the Client Manager or a senior member of staff at the site.
- 28.2 The Authority will not accept responsibility for any parking charges/fines however they are incurred on any journey undertaken under this Contract.
- 28.3 The Authority reserves the right to impose parking charges for parking on Authority controlled areas and locations at any time.

## 29. Drivers' Health Requirements

- 29.1 All drivers used on the Contract must comply with all medical standards required at the time by either the Driver and Vehicle Licensing Agency (DVLA) at

<https://www.gov.uk/driving-medical-conditions>

or the Driver & Vehicle Standards Authority (DVSA) at

<https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency> ,

whichever is appropriate for the vehicle being driven.

- 29.2 If a driver has, or develops during the Contract, a medical condition that may affect their ability to meet the DVLA or DVSA medical standards as appropriate, the Supplier must immediately withdraw that driver from service on any Authority contract until such time that their fitness to drive has been confirmed in writing.
- 29.3 For confirmation of the issues that may cause impairment to drive, the Supplier is referred to government guidance at:

<https://www.gov.uk/guidance/assessing-fitness-to-drive-a-guide-for-medical-professionals>

and

### **30. Driving Licences and Working Hours**

- 30.1 The Supplier shall ensure that all its employees or agents or others who will drive vehicles in connection with the provision of the Services are in possession of the appropriate valid driving licence(s) for the class(es) of motor vehicles which they may be required to drive, and shall indemnify the Authority with respect to any claims, costs, expenses or losses whatsoever which may be imposed upon the Authority, civil or criminal, in respect of any motor vehicles in the custody of the Supplier, their employees, servants or agents, at the time of any incident or offence.
- 30.2 The Supplier shall ensure their employees, servants or agents keep within local speed limits, comply with any parking regulations (in force in the Borough or elsewhere), and take appropriate driving breaks in line with “good practice” as set out in HSE and VOSA guidance.
- 30.3 Drivers with vocational licences must adhere to any governing legislation with regard to Driving Hours, Driver’s Rest Periods and Driving Break Periods.
- 30.4 The Supplier must ensure that no driver, or other member of staff allocated to the service, be allowed to work excessive hours such that are likely to affect the performance of their duties or the safety of any passenger travelling under this Contract. In this regard the Supplier, its managers, supervisors and staff must be aware of, and operate to, the requirements of the Road Transport (Working Time) Regulations 2005 (or subsequent legislation) where they are relevant to the operations provided through this Contract.

### **31. Removal of Staff/Route**

- 31.1 The Authority shall be entitled to require the Supplier to remove any member of staff or take away a route with immediate effect where they have any concerns regarding the conduct or suitability of the member of staff and request a full investigation into any concerns they may have. Depending on the results of the investigation, the Authority shall have the right to request that the member of staff concerned does not work on that designated route or any route or to take away the route completely.
- 31.2 The Authority shall in no circumstances be liable, either to the Supplier or to the employee in respect of any liability, loss or damage occasioned by such withdrawal, suspension or removal and the Supplier shall fully indemnify the Authority against any claim made by such employee.

## 32. Gratuities

- 32.1 The Supplier shall not, whether himself/herself, or by any person employed by him/her to provide the Service, solicit or accept any gratuity, tip or any other form of money taking or reward, collection, or additional charge for any part of the Service.
- 32.2 The Authority reserves the right to require the Supplier to remove from the contracted service any person or sub-contractor who solicits or accepts any gratuity, tip or any other form of money, gift or reward, collection, or additional charge for any part of the Service.

## 33. Training / Competencies

- 33.1 Training: the Supplier must confirm that all current and future employees have undertaken or will undertake relevant training within 6-9 months of the organisation being awarded a place on the DPS and confirm that all employees will refresh their training periodically or undertake new training as appropriate and required. Relevant training includes the following:

MIDAS\* training for drivers and PATS\*\* training for passenger assistants to accompany vulnerable adults or children on each route where requested. \*Minibus driver awareness scheme \*\*Passenger Awareness Training Scheme

In particular – the disability awareness training module within PATS (Passenger Assistant Training Schedule (Module C1) which includes supervising children and young people with learning difficulties, autism, physical disabilities, sensory restrictions and emotional or behavioural difficulties.

Additional training for both drivers and passenger assistants is required for safeguarding children and vulnerable adults and should include: First Aid, Manual Handling and Lifting, Handling and manoeuvring passengers in wheelchairs, awareness of the needs of People with learning disabilities and awareness of the needs of older people with mental health and dementia.

## 34. Driver – Role, Skills and Duty Requirements

- 34.1 The primary role of the driver is to be responsible for the safety of the vehicle and its passengers. The vehicle must be driven carefully and safely at all times and in accordance with the any route schedule and all speed restrictions.
- 34.2 The driver is also responsible for the cleanliness of the vehicle.



- 34.3 The driver must be polite, greeting and communicating with their passengers in a confident and appropriate manner. They must respect the dignity and independence of each passenger.
- 34.4 The driver must possess an understanding of each individual's needs and care requirements (in so far as these needs have been communicated to them).
- 34.5 The driver must ensure that passengers are never left alone on the vehicle.
- 34.6 The driver should familiarise him/herself with the operation and emergency use of radios and other communication equipment carried on the vehicle and ensure that the equipment is operational at all times.
- 34.7 The driver must ensure that all the appropriate documentation is carried on the vehicle and that the assigned Passenger Assistants are on-board prior to collecting the first passenger. If no Passenger Assistant is carried on the vehicle, the driver will complete the round sheet return as part of the Authority's performance data collection.
- 34.8 Day to day instructions should be obtained from the Client Manager only and not from third parties (including the passenger and/or their relatives) as such requests may deviate from agreed costed routes. Any requests for changes to arrangements due to unforeseen circumstances should be directed to the Client Manager for prior authorisation.
- 34.9 The driver must, prior to getting the vehicle underway, satisfy him/herself that all passengers are correctly seated, adequately and safely secured and that all doors are closed.
- 34.10 The driver must ensure that at the point of embarkation or alighting that the vehicle is parked in such a manner as to allow passengers to embark or alight and transfer safely.
- 34.11 Where vehicles are used for transporting clients in wheelchairs, the driver must ensure that passengers in wheelchairs are boarded, placed within, secured and alighted from vehicles in accordance with the Code of Practice on the Safety of Passengers in Wheelchairs on Buses (VSE 87/1) issued by the Department of Transport, or any later guidance or legislation.

## **35. Passenger Assistant - Role, Skills and Duty Requirements**

- 35.1 The primary role of the Passenger Assistant is to be responsible for the safety and welfare of the Passengers in their charge and to act in a responsible and reasonable manner at all times.

- 35.2 The Passenger Assistant must be polite, greeting and communicating with their passengers in a confident, appropriate manner. They must respect the dignity and independence of each passenger.
- 35.3 The Passenger Assistant must possess an understanding of each individual's needs and care requirements (in so far as these needs have been communicated to them).
- 35.4 The Passenger Assistant must be aware of their allocated route and complete the round sheet return as part of the Authority's performance data collection.
- 35.5 The Passenger Assistant will assist clients to and from the vehicle and to and from their homes or establishments as required. This may involve assisting the Passenger by carrying their personal belongings, closing their front door, assisting in the use of stairs and lifts and the crossing of roads in a safe manner.
- 35.6 The Passenger Assistant will assist the driver in ensuring that passengers safely board the vehicle and are secured prior to moving off.
- 35.7 The Passenger Assistant will complete the register of Passengers transported and/or other records as required. Upon arrival at the destination they will make contact with the appropriate authorised person and hand over the Passengers together with the registers and/or records if required.
- 35.8 When travelling in a car, the Passenger Assistant must sit in the back seat of the car with the service Passengers unless the back seat is fully occupied with Passengers who are unable to travel in the front of the vehicle.
- 35.9 Passenger Assistants must be aware of passengers' use of mobile phones whilst in transit and should not participate in photo-taking or social media or any other recorded material. Any observed covert filming of other passengers should be reported as soon as possible.

### **36. Monitoring**

- 36.1 The day to day operation of services provided through the DPS will be governed by the Contract between the Local Authority and providers which includes the full requirements of this Specification.
- 36.2 The Supplier shall work with the client to ensure that accurate and meaningful performance data is provided to the Client Manager by deadlines agreed with the Client manager and in a format agreed with them.

36.3 The Supplier must be available to meet with Authority staff at regular and mutually agreed intervals to discuss performance and monitoring issues.

36.4 The Key Performance Indicators (KPIs) that shall form the basis of this monitoring shall be:

<b>KPI</b>	<b>Target %</b>
Journeys on time	90
Incidents reported on time	100
Number of service users who complete a feedback form	to be agreed
Service users who report being satisfied with the service	90
Service users who report feeling safe and supported	90
Staff/employees trained on mental health/dementia/ learning disability matters.	100

36.5 The KPIs listed in 36.4 may be varied from time to time at the discretion of the Authority.

---