

FAMILIES SERVICES PROVISION OF SEN OUT OF BOROUGH TRANSPORT SERVICES AND AD HOC TAXI SERVICES

SPECIFICATION for:

Category 5: Ad hoc taxi service for 8 passengers or less

1. INTRODUCTION

- 1.1 The London Borough of Waltham Forest is looking for organisations that can provide transport services which will involve the provision of an ad hoc taxi service. It is keen on working with the private, voluntary and independent sector organisations to realise its ambitions.
- 1.2 The services required are part of a larger procurement of transport services for children and young people with Special Educational Needs (SEN), based on vehicle type. This specification is a generic set of requirements for Category 5
- 1.3 This specification should be read in conjunction with the contract terms and conditions provided.

2. GENERAL

- 2.1 The Transport of SEN pupils and Ad Hoc Taxis has been split into Categories, with this Specification relating to :

Category 5: Ad hoc taxi services for 8 passengers or less

This Lot is for passenger transport services for 8 passengers or less, where a PSV licence is not required, such as taxi services (licensed Hackney Carriage or Private Hire Vehicle) or a car provided by a volunteer / community transport organisation.

- 2.2 The contract for Category 5 is for a general 24 hour transport service that may require carrying vulnerable service users, staff or occasionally goods. The majority of the users of this service will be from Social Services departments and include vulnerable adults or children/young people.
- 2.3 The Council will provide to the Contractor details of passengers to be conveyed, together with any special requirements for each passenger.
- 2.4 The majority of work is based within the borough and will be requested as and when required; there may be some out of borough requirements from time to time.

3. KEY FEATURES OF THE SERVICE

- 3.1 The service is for the provision of Ad-Hoc taxis for the transport of vulnerable children/young people/adults or staff to various locations, which may be within or outside of the borough. The service is not likely to be at regular times and will be required at any time of day.
- 3.2 The service will occasionally be required to transport documents or goods.

4. VOLUME

- 4.1 There are no set patterns for the level of use of this type of taxi service, therefore the council does not guarantee any work or any volume of work to any provider during the term of the contract.
- 4.2 The Contractor shall manage routes effectively and efficiently to ensure that value for money is achieved.

5. LEGAL REQUIREMENTS

5.1 Vehicles

- 5.1.1 All vehicles used in the performance of this contract must be either a Public Service Vehicle, a Section 19 Permit vehicle, a licensed Hackney Carriage or a licensed Private Hire Vehicle, and the operator of the vehicles must also hold the appropriate licence.

5.2 Drivers and other staff

- 5.2.1 The staff employed to drive the vehicles must hold the appropriate driving entitlement. In addition, each driver used must have a current enhanced CRB/DBS (Disclosure and Barring Service) Certificate, and a list should be provided which should include all those current staff requiring renewal of their CRBs.
- 5.2.2 Any staff employed to act as Passenger Assistants must have an enhanced current CRB/DBS (Disclosure and Barring Service) Certificate, and a list should be provided which should include all those current staff requiring renewal of their CRBs.
- 5.2.3 Operators, Drivers and Passenger Assistants are required to read the Code of Practice document at Appendix II and sign to say they have done so.

5.3 The Contractor shall ensure that its Employees at all times work in accordance with the Waltham Forest Transport Services Code of Practice. Also to act reasonably in undertaking their work as quietly and as efficiently as is practicable and avoid the excessive use of engine power. Vehicles should not be left with their engine running for periods while stationary, in excess of those reasonably required for the provision of the services.

5.4 The Contractor is encouraged to obtain licences and receive certified training e.g. In Safer Urban Driving and Fuel Management. The council encourages contractors to ensure that their drivers receive the Energy Saving Trust's Smarter Driving training (or equivalent).

6. VEHICLES

6.1 All vehicles intended to be used for any services deliverable under the ad hoc framework must comply with all legislation relevant to the services in question.

6.2 Vehicles shall be properly maintained and kept in a clean and reasonable condition, both inside and outside.

6.3 Passenger transport vehicles must have a minimum of four doors and be able to carry a minimum of four passengers (unless they are wheelchair accessible vehicles).

6.4 Vehicles intended to be used for the transportation of wheelchair users must have a tail lift or ramp for access and appropriate harnesses/clamps for securing the wheelchair, and the driver should be trained in the use of these.

6.5 Vehicles shall have a seat belt for each passenger and appropriate harnesses as may be required for other types of transportation i.e. transportation of goods or food items.

6.6 Vehicles must display appropriate markings, stickers or certificates etc as may be required by law for the type of service the vehicle is intended to be used for.

7. DRIVERS

7.1 Driver used on this framework agreement must have appropriate licences for the vehicles they will be expected to drive.

7.2 All drivers must have an Enhanced Disclosure and Barring Service (DBS) certificate or Criminal Records Bureau (CRB) certificate.

7.3 Drivers shall have a good local knowledge of the area.

- 7.4 Drivers shall treat passengers with courtesy and respect.
- 7.5 Drivers are required to enter the building or knock on the door to announce their arrival (not to hoot their horns).
- 7.6 Drivers are required to escort passengers or wait until passengers have gained access to their destination building where appropriate.
- 7.7 Drivers may be required to assist passengers using wheelchairs in and out of the vehicle.
- 7.8 Drivers may be required to assist with luggage or deliver goods.
- 7.9 There may be a specific requirement to provide a male or female driver for particular journeys, as notified.

8. OPERATOR'S RESPONSIBILITIES

- 8.1 Orders for services must be treated as confidential and this information should not be passed to people who do not need or should not know this information.
- 8.2 Operators shall notify the person ordering the service if there are any problems delivering the service or give sufficient notice if unable to provide service.
- 8.3 Operators shall ensure that the public and users are treated fairly and with courtesy, and that staff employed are competent, helpful and courteous.
- 8.4 Operators shall ensure that drivers, personal assistants and office staff are sufficiently trained in the knowledge of vulnerable people and those with disabilities and how to treat people in a sensitive and appropriate manner.
- 8.5 Operators are required to provide the service ordered and shall not join orders together without consulting the person(s) ordering the service.

9. SPECIAL REQUIREMENTS.

- 9.1 For General 24hr Service, providers may be required to carry guide dogs for people who are visually or hearing impaired.
- 9.2 Providers may be required to carry users who have learning disabilities. Drivers must know the user's name and destination address and may be required to announce this on arrival at the home or centre.
- 9.3 Users with learning disabilities may be escorted or unescorted depending on their abilities (assessed by Social Services). The driver must always accompany these unescorted users into or out of premises (pick up and destination address).

10. QUALITY STANDARDS

- 10.1 The maximum age limit for vehicles used on this contract is seven years, except by prior approval by the Council.
- 10.2 All staff used on the contract must undergo appropriate and regular training and appropriate to the type of passengers being carried (e.g. MIDAS, CPC)
- 10.3 Where the Council provides specific training for staff working with users accessing transport services, the Council expects the Contractor to make staff available for this training.
- 10.4 All staff used on the contract must carry and display an identification badge with photograph, at all times whilst on duty.
- 10.5 Journey times should be scheduled to ensure adequate collection and drop off times and include any traffic disruptions e.g. road repairs.

11. INFORMATION TECHNOLOGY (IT)

- 11.1 The Council will require the Contractor to have in place suitable IT systems which enable effective communication (e.g. email), route management and planning.
- 11.2 The Council requires an effective procedure for communicating with its officers in the event of delay (e.g. text message/email).

12. SUB-CONTRACTING

- 12.1 The Contractor shall identify within their proposal any sub-contractors they propose to use as part of the contract service delivery along with relevant details of the sub contractor. If during the term of the contract the contractor wishes to sub-contract part of the service to any sub-contractor not identified in the proposal then the contractor will be required to seek written permission of the Council to sub-contract some or all parts of the service. Any sub-contracting undertaken must observe the following:
- 12.1.1 All sub-Contractor(s) must satisfy the conditions set out in this specification.
- 12.1.2 The sub-Contractor(s) will be subject to the monitoring requirements set out in section 11 below.

12.1.3 Any increase in monitoring costs resulting from sub-contracting will be borne by the Contractor.

12.1.4 The primary responsibility for monitoring sub-Contractor(s) will be that of the Contractor.

13. KEY PERFORMANCE INDICATORS

13.1 The following are the KPIs by which the Contractor's performance will be measured:

Quality Standards KIPs	Target %	Comments	Monitoring Evidence
Cleanliness of vehicles	95	All vehicles and any seating tracking to be kept clean and litter free.	Venue Visits
Seat belts	100	All vehicles to be fitted with operational lap/diagonal belts	Venue Visits
Seating Conditions	100	All passenger seats to be kept in good clean condition eg. No tears or holes exposing padding	Venue Visits
Baby seats (if required)	100	Vehicles to be fitted with baby seats with clean covers and untwisted restraints and constructed appropriately for size of child where required	Venue Visits
Additional harnessing (if required)	100	To be provided eg. 5-Point safety harness/ Seat belt safety clips where required	Venue Visits
First Aids Kits	100	All vehicles to have a first aid kit equipped to meet operating licence requirements	Venue Visits
Fire Extinguishers	100	All vehicles to have a fire extinguisher and hammer to meet operational licence requirements and inspected annually	Venue Visits
Additional equipment	95	Each vehicle to have sufficient number of wipes, gloves and tissues	Venue Visits

Staff Training	100	<p>All staff to have received the following training as a minimum in addition to induction programme:</p> <ul style="list-style-type: none"> Disability Awareness Awareness of Health and Safety legislation Safeguarding awareness Awareness of challenging behaviour Conflict resolution 	Information provided on a six monthly basis
		<ul style="list-style-type: none"> Accident reporting Vehicle fire evacuation <p>Additionally, Drivers to have received the following training:</p> <ul style="list-style-type: none"> MiDAS/CPC PCV Driver training Driver hours regulations Fuel efficient and environmental driving techniques Defensive driving PPE for work <p>The above list is not exclusive and should represent any future legislative or good practice training programmes</p>	
Tail Lift Operators	100	Only Midas (or equivalent) trained staff to operate vehicle tail lift equipment and hold a 6 month LOLA certificate	To be checked six monthly
Operational Code of Practice	100	Contractor to provide evidence that all staff have received copy of the document. All staff to adhere to the Code of Practice handbook	To be checked six monthly
Performance KPIs:	Target %	Comments	Monitoring Evidence
User satisfaction	95	Annual survey to be conducted by the Council and results to show a minimum 95% rated the service satisfactory or above	Annual Review

Journey schedule times	95	Collection and drop off times should match those scheduled within 5 minutes and take account of any traffic disruptions eg. Road repairs.	
Timeliness	5%	Route Tracking Data performance showing where collections are not within the times specified should not exceed a 5% target as identified.	
Mis-collections	0	All users to be collected in accordance with the agreed schedules (0% failure to collect – notwithstanding notified/unnotified user absence)	

Complaint Resolutions	100	From the number of complaints received, all complaints shall be resolved to the Council's satisfaction and within the Council's time scales.	Complaints Log Data provided to Council
Incident/Accident reporting	100	All incidents and accidents to be logged and actioned where necessary and collated data submitted within agreed timescales.	Management Information reports
Self-monitoring inspections	100	Self monitoring to be undertaken and monitoring data to be available 1 week prior to Contract Monitoring Meetings	Management Information reports
Legal Requirement KPIs	Target %	Comments	
Operation	100	Must hold an appropriate operating licence to fulfil Contract Specification eg. Permit 19 Public Service Vehicle, PCO, Hackney Carriage etc.	Annual Compliance Checks
Insurances	100	Must hold adequate Public Liability, Employers Liability and Motor Insurance Certificates and copies to be provided to LA upon renewal	Annual Compliance Checks

Vehicles	100	Carry out vehicle inspections/service in accordance with Department of Transport Guide to Road Worthiness. All vehicle inspections data held for 15 months All tail-lifts to be inspected 6 monthly All Wheelchair restraints are appropriately maintained to ensure duty of care. All tyres are torque in accordance with manufacturers guidelines Maximum age limit for vehicles with up to 8 passenger seats used on this contract is five years, in line with PCO requirements - except by prior approval by the Council. Maximum age limit for vehicles with 9 or more passenger seats used on this contract is seven years, except by prior approval by the Council.	Six monthly Compliance Checks and Site Visits
Drivers	100	All drivers to hold the appropriate driving licences	Six monthly Compliance Checks
Safeguarding	100	All drivers to hold current CRB or DBS certificates	Six monthly Compliance Checks

13.2 The output/outcomes targets will be reviewed annually and may be subject to change following joint decision.

14. MONITORING

14.1 The Contractor will be required to submit performance data to enable the Council to assess delivery of service against the KPIs set out in section 10 above. This must include the performance data of any sub-contractors.

14.2 The Council will independently monitor operations and may use mechanisms set out in defect and rectification procedures to address any underperformance.

14.3 The Contractor will be required to attend contract monitoring meetings as required. The dates of contract monitoring meetings will be agreed in advance and must be attended by the designated contract manager and any other member of the contractor's organisation as may be reasonably required for such meetings.

14.4 The Contractor will attend service user group meetings as required.

14.5 The Contractor will be required to report any accident/incident or Safeguarding issue that affects the wellbeing of our users within 24 hours. Such incidents shall be reported to the Council's relevant Service Area and Contract Manager.

14.6 The Contractor will be required to monitor complaints and claims and supply a statistical summary of these to the Council as specified at 11.8 below

14.7 The Contractor will be required to monitor safeguarding, health and safety incidents and service disruptions via Incident/Accident Logs and submit as specified at 14.8 below.

14.8

Monitoring Requirement	Frequency	Evidence
Management Information Reports	Submitted 10 working days prior to Contract Monitoring Meeting, as agreed	Tracking Data Reports Complaints Log Accident/Incident Reports Safeguarding Reports
Office Site Visits	Half-termly	Evidence to be sampled: Vehicle Annual Service Rota Vehicle Maintenance and Equipment Records
		Number of Vehicle Breakdowns Driver Daily Walk-round Inspection Sheets Crew Allocation Sheets Driver Hours Records Training Records Staff and Vehicle Data
Venue Site Visits	Half-termly	Performance Standards: Lateness Vehicle and Equipment Checks Staff Interaction Attendance Registers
Route Schedule Spot Checks	Half-termly	Route running to specified schedules observations
Compliance Checks	Annually	Policy & Procedure Documents Insurance Certificates Vehicle mileage and fuel consumption records for each vehicle Operators Licence

15. USER SATISFACTION

- 15.1 The Council will undertake Customer Satisfaction Surveys as part of performance monitoring which will form part of contract reviews.
- 15.2 The Contractor is also encouraged to undertake its own customer satisfaction exercises, results can be used in monitoring meetings and reviews.

16. PREMISES AND CONTACT DETAILS

- 16.1 Premises should be accessible for all user types.
- 16.2 Premises shall be compliant in accordance with Health & Safety at Work Legislation (1994)
- 16.3 The successful provider(s) will be required to have premises located within 15 minutes driving time of the borough boundaries.

17. PRICES

- 17.1 Prices will be agreed through the DPS process as requirements are sent out.
- 17.2 Where a service has been ordered for a particular time, and the driver is required to wait, there will be no extra charge for the first 15 minutes of waiting. After this initial wait, if the service is still required, the Contractor will be able to charge for each subsequent 15 minute period of waiting. The rate of charge for waiting will be detailed by the Contractor at the time of responding to requirements.

18. ACCOUNTS

- 18.1 The Council reserves the right to inspect the accounts and records of the Contractor(s) at any reasonable time.
- 18.2 Copies of the Contractor's most recent audited accounts are to be provided, and subsequent annual accounts to be provided within 3 months of being published.

19. EVALUATION OF TENDERS

Not applicable

20. COMPLAINTS AND CLAIMS

- 20.1 The Contractor will be required to cooperate with the Council to resolve complaints in an efficient and timely manner and to ensure that failures once addressed are not repeated and the standards set out in the Councils Complaints Procedure are met.

20.2 The Contractor will ensure that it has a Complaints Policy which has a clear staged process for dealing with complaints, how complaints can be escalated and timescales for dealing with complaints

21 HEALTH AND SAFETY

21.1 The Contractor will be required to institute measures to safeguard the health and safety of users, carers and staff and comply in accordance with the conditions set out in the contract terms and conditions. The Contractor will be required to share data on health and safety incidents with the Council and as well as its own staff for training and service improvement purposes.

21.2 The Contractor will ensure that they have read and understood the Council's Policies and advice shown below in relation to Health and Safety <http://www.walthamforest.gov.uk/Pages/Services/Safety-health-and-safety-atwork-advice-and-training.aspx?l1=100002&l2=200049> and confirmation that the organisation either already operates to at least the same standards or that the organisation will be operating to these standards before the contract is awarded.

22 EMERGENCIES AND CIVIL CONTINGENCIES

22.1 The Council will require access to the vehicles and drivers during emergencies and civil contingencies to ensure service continuity.

23 DECOMMISSIONING CONTRACT – EXIT PLANNING

Not applicable.

24. EQUALITY AND DIVERSITY

24.1 The Contractor will confirm that the organisation has an Equality & Diversity policy which meets the principles set out in Council's Equality & Diversity Policy (see link below) and therefore all statutory requirements. <http://www.walthamforest.gov.uk/Pages/Services/Equalities-and-diversityassessment-and-consultation.aspx?l1=100003&l2=200041#OurEqualityandDiversityPolicyStatement>

25. SAFEGUARDING

25.1 The Contractor will confirm that they will adopt the procedures of the London Child Protection Procedures - Safeguarding document, which can be found at the following link, http://www.londoncp.co.uk/chapters/A_contents.html which the Waltham Forest Safeguarding Board adheres to. That they will complete all the

required checks in respect of all workers deployed to work under this agreement and that they will provide the Council with the information required.

26. SUSTAINABILITY

- 26.1 The Contractor will confirm that they have read and understood the Council's policies in relation to Sustainability, (see link <http://www.walthamforest.gov.uk/pages/category/sustainability.aspx>) and confirmation that the organisation either already operates to at least the same standards, or that the organisation will be operating to these standards before the contract is awarded.

27. CARBON EMISSIONS

- 27.1 The Contractor shall work with Council staff to continually reduce carbon and air quality emissions and improve resource efficiency.
- 27.2 Any vehicle used for the contract, under 3.5 tonnes Gross Vehicle Weight (GVW), must be powered by a clean fuel. This will usually mean LPG, natural gas, hydrogen cell or electricity (including electric hybrids). Vehicles must have a Vehicle tax band no higher than DVLA Band C. Vehicle emissions must meet the highest Euro emission standard possible.
- 27.3 Any vehicle over 3.5 tonnes GVW can be powered by conventional fuels (petrol is preferable over diesel for lower NOx emissions) but, must meet the highest Euro emission standards possible. In addition an after exhaust treatment device, such as, a catalytic converter or a particulate trap must also be fitted.
- 27.4 Any new vehicle used on the contract must meet the highest Euro emission standards available and where appropriate be fitted with an after exhaust treatment device. Any replacement or hire vehicle must also meet these emission standards.
- 27.5 The Contractor shall ensure that the general condition of vehicles is at a standard to meet legislation in force and that vehicles are maintained and kept in good, serviceable and roadworthy condition at all times to ensure they are running efficiently.
- 27.6 At the Contractor's cost the Council may require the Contractor to replace one or more vehicles if in the Council's opinion the vehicle is inadequate for the work it is used for or if in the Council's opinion the vehicle is affecting or might have an effect on the image and reputation of the Council.
- 27.7 The Contractor shall minimise the amount of miles driven by vehicles when designing delivery routes and schedules.

APPENDIX I

Not Applicable

APPENDIX II

TRANSPORT SERVICES - CODE OF PRACTICE *For Transporting Children and Young People*

FOR MINIBUS, BUS AND TAXI SERVICES

Introduction

London Borough of Waltham Forest Council conveys passengers to and from a variety of locations, including, educational establishments, respite centres and places providing additional care, using various methods of transport.

The journey to and from these establishments is an important part of the day for all passengers. Journeys that are planned with great care and carried out in a professional manner will assist all passengers, some of whom require a greater need of assistance.

This Code of Practice has been produced to provide advice to all concerned in the operation of transport services.

The information and advice contained in this Code of Practice forms part of the contract with any Operators, Drivers and Passenger Assistants. All drivers and passenger assistants must have signed a declaration that they have read, understood and accepted this Code of Conduct.

Accidents on the many forms of transport are fortunately rare, but it is important for all drivers, Passenger Assistants, parents/guardians/carers and passengers to be aware of the potential dangers and wherever possible follow some simple guidelines, which help make the journey safer.

Operators

All operators must be fully conversant with the terms and conditions of the current Waltham Forest Borough Council Contract under which they operate.

Contractors are asked to note that this Code of Practice forms part of the standards which we expect under their contract conditions and can be updated or amended at any time. It is a contractual condition that ALL staff who deal with contracted transport are made aware of this Code of Practice and adequate copies are supplied. A copy of this Code of Practice should be kept in each vehicle. During inspections it will be noted if there is no copy, or the Driver and Passenger Assistant have not been made aware of it and this could be used during the monitoring of contractor performance.

1. Ensure vehicles are in good condition, clean and thoroughly roadworthy.

2. Ensure that your insurance cover indemnifies the Waltham Forest Borough Council and any third party to the amount detailed in your contract.
3. Ensure that the vehicle(s) is / are driven by a competent, appropriately licensed drivers and are insured in accordance with the law, and that the driver has on their person their license and the driver details have been provided to Waltham Forest council.
4. Ensure that all appropriate signage is clearly displayed, including any contact numbers.
5. Notify the driver(s), and Passenger Assistant(s) where provided, that they shall refrain from, eating or drinking throughout the journey, and whilst on Establishment premises.
6. Please ensure that driver(s) and Passenger Assistant(s) are informed that no smoking is permitted. (For the purposes of this paragraph “during transport” refers to commencement of the journey to collect the first passenger until all passengers have been handed over to the establishment and the vehicle has left the establishment and from the commencement of the journey to the establishment to collect passengers until the last passenger has been dropped off).
7. Ensure that all safety equipment that is required by the contract is in good order and appropriate for the task for which it is required, (First Aid Kits, Fire Extinguishers, Harnesses, Etc.) and also provide a supply of gloves, wipes and tissues on the vehicle
8. Ensure that all drivers (and Passenger Assistants, if required) are fully trained in the operation of all equipment on the vehicle. (Fire Extinguishers, Harnesses, Tail Lifts, Emergency Exits, Etc.)
9. Drivers are aware of the terms of the contract that affect them. (Carrying their license and/or badge, co-operating with Council staff performing inspections, etc.)
10. Ensure that your drivers are aware of the procedures to be taken in the event of an emergency, for example, if a passenger is unwell.
11. In the event of severe weather it is the Contractor’s decision whether or not to run transport services. In the event that the Contractor decides it is too dangerous you **MUST** inform Families Services who will contact the relevant establishments.
12. If the Contractor, or their driver/Passenger Assistant, have any concerns over the transport of any individual or equipment, notify the Families Services immediately. If the concerns you have are with regard to whether an individual can be transported safely, do **not** commence transport without first contacting the Families Service.

13. Ensure that all drivers are aware that failure to comply with this Code of Practice may result in their removal from Waltham Forest Borough Council Operations.

Drivers Responsibilities

1. Remember that some of the passengers you are carrying may have special needs, which are often individual. It is important to remember that their welfare and safety are of paramount importance.
2. Where special harnesses and wheelchairs, or other specialist equipment is fitted to your vehicle, it is **your** responsibility to make sure you understand how to use this equipment safely.
3. Ensuring that your vehicle is roadworthy and that you have the correct equipment on board is **your** responsibility. **Check your vehicle thoroughly before commencing transport.** *(The Council's Transport Manager will be happy to advise you on what are the main areas you should be inspecting.)*
4. The driver needs to be fully conversant with any mechanical or emergency devices on the vehicle, which assist access and exit.
5. Ensure that all passengers are properly seated and secure before continuing with transport.
6. You (and a Passenger Assistant, if provided) are responsible for the safety and wellbeing of the passengers, whilst they are on the vehicle. Therefore, if you are not certain that a passenger can be safely transported, then do not transport the individual, contact your office immediately. Transport provision will not be made until such a time that your manager can investigate the matter and ensure safe transport provision.
7. Ensure that you are aware of the procedures to be taken in the event of an emergency, for example if a passenger is unwell.
8. If it has been specified that a Passenger Assistant is required on your vehicle, you will **not** operate your contract in the absence of a Passenger Assistant.
9. Remember that a passenger with special needs is not necessarily helpless and also that some passengers understand more than they appear to. Never patronise or talk down to any passenger.
10. It is not appropriate for you or a Passenger Assistant to physically reprimand any passenger. London Borough of Waltham Forest take such acts very seriously and as such incidents may be referred to the Child Protection Unit and/or the Police.
11. Always return the passenger to the agreed alighting point. No changes can be made to the agreed route schedule without the approval of the Families Services. Failure to adhere to this could result in your removal from contracted transport.

12. You are also **not** permitted to transport anyone (friends, colleagues, etc.) who has not been authorised by the Families Services, whilst operating your Waltham Forest Borough Council Contract.
13. Please ensure that you do not smoke during transport. (For the purposes of this paragraph “during transport” refers to commencement of the journey to collect the first passenger until all passengers have been handed over to the establishment and the vehicle has left the establishment and from the commencement of the journey to the establishment to collect passengers until the last passenger has been dropped off).
14. You are required to co-operate with Waltham Forest Borough Council’s Officers/Inspectors should they wish to inspect or board your vehicle. If required you will report with your vehicle to the location designated by the Officer for a more comprehensive inspection. (Your office will be notified.)
15. Your vehicle is required to transport either a C/B Radio or mobile telephone, so that you have contact in case of an emergency. (In some cases these may need to be switched off except in emergencies, should this be the case your contractor will be made aware that mobile phones must be switched off during transport.)
16. If you feel it is too dangerous to drive due to severe weather conditions you must inform your office immediately.
17. Always treat any messages passed to you from Establishment staff or a parent/guardian/carer as confidential.

Transportation of Wheelchairs

1. Passengers who require wheelchairs should only be transported on wheelchair accessible vehicles. Under no circumstances should an individual be lifted out of a wheelchair outside the vehicle, and then carried onto it.
2. If an individual’s wheelchair is unsuitable for transport and the individual therefore requires transferring to a more appropriate seat once on board the vehicle, then, once they have been safely transferred to their seat, the wheelchair should be safely stored and properly secured before transport commences.
3. Whether the wheelchair is loaded via ramps or via a tail-lift mechanism, the driver/Passenger Assistant must ensure that they load the wheelchair in accordance with the guidelines laid out for that specific piece of equipment.
4. When loading or unloading an electric wheelchair via a tail-lift mechanism, the driver/Passenger Assistant must ensure that the wheelchair’s power source has been isolated and that the drive has been disconnected. If this is not possible, due

to the make/model of the wheelchair, the driver/Passenger Assistant should contact the SEN Service/WF Transport Manager for advice.

5. Once on board the vehicle, the driver/Passenger Assistant must ensure that the wheelchair is properly secured using the necessary straps, webbing or clamps that are appropriate for the type of wheelchair that is being transported, and by applying the wheelchair's brakes.
6. The driver/Passenger Assistant must also ensure that the individual is secured, separately to the wheelchair, using inertia belts or harnesses as appropriate for the individual's needs.
7. Should you be unsure of what the necessary requirements are for a particular individual, contact the WF Transport Manager immediately for guidance.