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**FAQ Document**

Passenger Transport

**North Northamptonshire Council**

February 2024

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| Question No. | Question | Answer |
| **1** | For those operators who are already accredited on the WNC system and are currently delivering contracts on behalf of NNC. Why can’t that accreditation be ported across rather than having to go through all the additional admin. | **Due to the accreditation and enrolment being different to the one for WNC it would need to be completed for the specifics of NNC.** |
| **2** | Can you confirm when your accreditation will be open? | **The ability to create your accreditation and enrolment should be open from the 14th of February.** |
| **3** | Will the contracts for North currently on the West system transfer over automatically onto this interface? | **Yes, they will be transferred over from the first of April. To be able to view the contracts within the new system you would need to complete the accreditation and enrolment for North Northamptonshire Council.**  **If your contract expires this summer and for any reason you do not want to join the NNC DPS, please contact NNC as soon as possible to discuss alternative arrangements for the period between April and July.** |
| **4** | Do we need to change our password? | **If you already have a log in you would use the same username and password to sign in to Sproc.net. If you have forgotten your password use the forgotten password link within the log in page.** |
| **5** | Is there any consideration for operators who have a higher accreditation than other operators in safety and compliance. – Earned recognition status. | **If you meet our accreditation and enrolment standards you will be added to the list; these are slightly higher than before but not unreasonably so. We value companies with earned recognition status which may make it easier to enrol. We want to explore the compatibility of external quality accreditation but cannot offer this at this time.** |
| **6** | Is there an email address if we need to ask any future questions? | **Adam.projects@theaccessgroup.com** |
| **7** | When are you looking to start putting out tenders out for the north under this new accreditation. | **Some transport will be tendered at the end of the financial year, but the bulk of the services will be tendered over the Summer for the beginning of the new school year. All new services for North after 1st April will be let through this new accreditation.** |
| **8** | Our company is already registered so do we need to register again? | **You will not need to register again to SProc.net if you already have a log in that you are using for you company. You will however have to still complete Accreditation and Enrolment.** |
| **9** | Are we able to register for both West and North Northants? | **Yes.**  **You are advised to check the Service Specification for each council as there are some differences.** |
| **10** | Can we register for more than one council? | **Yes, you will be able to complete the accreditation and enrolment for as many councils or local authorities you want to work with.**  **You are advised to check the Service Specification for each council you wish to work with, as not all Service Specifications are the same.** |
| **11** | We are already completing contracts do we need to supply the relevant documents again after registration. | **You would need to upload the relevant documents and answer the questions that are for the North Northamptonshire Council accreditation and enrolment.** |
| **12** | Do each authority have their own compliance teams? | **Yes, although West and North Northants will be working closely together.** |
| **13** | Will we receive an email asking us to complete the accreditation and enrolment? | **Yes, you will receive notifications throughout the process to keep you updated.** |
| **14** | Do the drivers need another DBS check for North Northants contracts? | **If your drivers already have a DBS which they use for contracts under the current (West) system, we will need to see that DBS and ensure it is correct for North Northamptonshire Council. You will only need to apply for a new DBS if the driver is changing employer, e.g. you are setting up a new company to supply services to North.** |
| **15** | Where can we find out which schools are under north or west? | **We do not have a list of schools in North or West. The responsibility of a Local Authority for transport is based upon the home address of the service user rather than the school address.** |
| **16** | How long once the registration is complete will it take for the approval to happen? | **Once submitted we allow up to 10 days for the review to be completed by the adam team and the North Northamptonshire Council.** |
| **17** | Our contracts ends in July, will this continue with West until then? | **We are going to move over the contracts at the end of the financial year, and then we will be looking to re-tender at the end of the academic year.**  **If for any reason you do not want to join the NNC DPS, please contact NNC as soon as possible to discuss alternative arrangements for the period between April and July.** |