



FAQs Document

London Borough of Redbridge

Passenger Transport Services

Market Engagement Events – 4th & 11th May 2021

Question no.	Question	Answer
1	If we are already using SProc.Net for another Local Authority, will we be required to complete a new Accreditation and Enrolment for the London Borough of Redbridge?	Yes, you will be required to complete a new Accreditation and Enrolment for the London Borough of Redbridge Passenger Transport Services category. This is because the Local Authorities using our system for commissioning have different requirements for their approved operators. There may however be slight similarities across your category registrations, so you may be able to move some of your existing documents across to the new London Borough of Redbridge Accreditation and Enrolment.
2	Will prospective operators be provided with any guidance on how to register their companies on the new category?	<p>Yes, all operators will be provided with an Application Guide, which provides a step-by-step walkthrough of the registration questionnaires (Accreditation and Enrolment). A number of registration sessions will be held over the course of May and June that operators in need of some on-hand support are more than welcome to join to get some assistance. Lastly, several support channels are open to operators with questions on the onboarding process.</p> <p>For assistance with your Accreditation and Enrolment, please contact adam's Supply Chain Team at: Email: supplychains@useadam.co.uk.</p> <p>For questions related to routes and contracts, please contact London Borough of Redbridge: Email: SEN.Transport@redbridge.gov.uk.</p>
3	Could a list of the documents that we are required to upload be sent to us so that we might start preparing well in advance?	Yes, all documents that you will be required to upload will be listed in the London Borough of Redbridge's Passenger Transport Services Application Guide. A copy of this document will be shared with you via email, it will also be available on the demand.sproc.net site.

4	What type of Operator's Licence do you require us to upload evidence of?	The type of Operator's Licence that we will ask operators to upload on the Enrolment questionnaire depends entirely upon what type(s) of vehicles you operate. If you are a taxi company, you will of course need to be appropriately registered. If based in London, the operator will need to be registered through Transport for London. LBR will also consider registrations originating outside the borough, however as most of our routes will be within London, Transport for London standards will always apply.
5	Can we join this Passenger Transport Services category if we do not hold a commercial Operator's Licence? (we have a permit under s.19 of the Transport Act)	<p>Yes, as a Local Authority we are allowed to enter into contracts with operators holding permits under s.19 or s.22 of the Transport Act 1985 (the '1985 Act'). The permit must cover the appropriate category for the work being undertaken; e.g. education, social welfare, etc.</p> <p>It is for the traffic commissioner to decide whether or not the applicant meets the "non-commercial purpose" criteria under the EU Regulation when issuing a permit. Whilst the meaning of the 'non-commercial' exemption has been challenged, the Judicial Review held that it is a question of fact whether or not a permit holder falls within this exemption and it should be assessed on a case by case basis. We would therefore need to satisfy ourselves of the '<u>not-for-profit</u>' status in order to be able to use services provided by ss. 19 or 22 permit holders.</p>
6	How long do we have to complete our Accreditations and Enrolments before the system is due to go live?	Operators will be able to complete their Accreditations and Enrolments from the 21 st of May 2021. The system will be going live on the 12 th of July, giving operators just over 6 weeks to sort out their registrations and obtain their approval.
7	If a Requirement / route says that a Passenger Assistant (PA) is required, will they be provided by the London Borough of Redbridge,	If a route requires a PA, this will be clearly stated in the Requirement. The PA will need to be provided by the operator. We are aware that not all operators can provide PAs, which is why we will also be tendering routes where PAs are not required. This will either be due to the age/ needs of the passenger or because the parent or other carer will fill this role.

	or are us operators required to provide them?	
8	Is the award of Service Agreements based on quality scores or price only?	The award of Service Agreements is based on price alone. We will however assess the quality of our operators through their responses to the quality (Enrolment) questions that are a prerequisite for joining the system.
9	What percentage of your routes will require a Passenger Assistant provided by your operators?	We do not currently have a definitive figure for that, however we always require Passenger Assistants for young people under the age of 16, unless parents/other carers are present to fill this role. In situations where a young person has medical needs, the London Borough of Redbridge will require a nurse / parent to be present during the journey, so operators will not be required to provide a Passenger Assistant. If a route requires a Passenger Assistant, this will always be made very clear in the Requirement.
10	How many Passenger Assistants are required per car / route?	Ordinarily, only one Passenger Assistant will be required per route. If more are required, this will be made very clear in the Requirement.
11	If two or three operating offices are working together, can they receive routes through one account?	This will depend on how the offices are structured within the company. E.g., if one individual across all three offices will be managing the accounts and submitting offers, it may be easier to have just the one account. However, if each office operates independent of one another, this structure can be maintained by setting up an account per office.
12	How will operators know the actual size of the vehicle that is required per route, as some of the current Service Category selections are quite broad?	Each Requirement/route will specify the vehicle size required. This will be visible to all recipient operators.

13	For routes requiring wheelchair accessible vehicles, how will operators know how many wheelchair users need transporting per route?	The number of wheelchair users requiring transportation will always be made clear in the Requirement description.
14	Will out of hour routes be available / required?	Some routes are quite long and therefore require some out of working hours. Not a lot of night time work as most routes are for home to school transportation. There is a potential for more out of hours work further down the line.
15	Are the routes only for children requiring home to school transport or will social services routes also be tendered?	At the moment we are focusing on our education package as this will be bulk of routes distributed. Our social services routes are a lot more ad hoc and harder to specify at this time. We are looking to include adult social services routes on the category as the contract progresses.
16	Will this Passenger Transport Services category be used for ad hoc services as well?	Yes, there will be some ad hoc work going through the system, however by definition, we do not know at this time the volume of routes this will involve.
17	Will many mid-day runs be required?	Not many right now, however once we have sorted the home to school routes, we will be looking to include adult social care routes on the system. The majority of which will be throughout the day.
18	Will there be routes for Travel Buddies only?	This is not something that will be tendered for through the Passenger Transport Services category. However, if you can provide Travel Buddies, please contact the London Borough of Redbridge directly as your services may be required elsewhere.

19	When will the competitive routes be published on SProc.Net so that we can start submitting our offers?	Most of our home to school routes will be distributed from July for a September start.
20	Are operators required to upload proof of identification and proof of training for their drivers and Passenger Assistants on SProc.Net for approval before starting a route?	The London Borough of Redbridge would like to see confirmation that your drivers have valid DBS and training. Any such proof (over and above what is currently asked for in the Accreditation and Enrolment) will requested at a later stage for drivers and Passenger Assistants that have been allocated to routes.
21	What minimum training requirements do you have for your drivers and Passenger Assistants? And for Paediatric First Aid, will online training suffice, or does it have to be classroom based?	London Borough of Redbridge wants to provide a safe and comfortable transport experience for its young people. We would expect Drivers and Passenger Assistants to have a minimum of MiDAS or MiDAS for Passenger Assistants, (PATs Certificate) including the module Supervising Children and Young People with Special Needs, together with a First Aid qualification to at least Emergency First Aid for Work, (EFAW).
22	In the Enrolment, you refer to the term "Safer Recruitment" what does this mean?	<p>Safer recruitment means ensuring that people who are hired to work with children, young people and vulnerable adults have been suitably checked to prevent any harm being done to the people in their care. Recruitment legislation requires pre-employment checks for all prospective staff to identify and reject anyone who may not be suitable to work with children and vulnerable young people.</p> <p>Safer Recruitment is designed to protect children's and vulnerable adults's welfare at every point where they come into contact with professionals in a safeguarding role. The overall purpose of Safer Recruitment is to help identify and deter or reject individuals who are deemed to be a risk to children and/or vulnerable people.</p>

		<p>A safer recruitment policy statement is a vital part of your overarching safeguarding policies and procedures. It sets out your organisation's commitment to recruiting staff and volunteers who are suitable to work with children.</p> <p>If you do not currently have a formal Safer Recruitment Policy, we would like to know how you recruit and select staff and the steps that you go through when preparing, shortlisting, interviewing and carrying out your vetting and pre-employment checks.</p>
23	What does Safeguarding mean?	<p>Safeguarding means protecting a citizen's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect. Safeguarding children, young people and adults is a collective responsibility.</p> <p>Creating a safe and welcoming environment, where everyone is respected and valued, is at the heart of safeguarding. It's about making sure your organisation is run in a way that actively prevents harm, harassment, bullying, abuse and neglect. It's also about being ready to respond safely and well if there is a problem. Everyone in the organisation has a role to play in safeguarding. It should become part of your day to day activities.</p> <p>You also need to know how to recognise and report abuse or harm affecting people your organisation has contact with, wherever that abuse has occurred, so that you can help them speak up and take action. You need to think about your safeguarding responsibilities and how you respond to them.</p>
24	What needs to be in my Safeguarding Policy?	<p>A safeguarding or child protection policy statement makes it clear what your organisation or group will do to keep children safe.</p> <p>It should set out:</p> <ul style="list-style-type: none"> • your organisation's commitment to protecting all children • the more detailed policies and procedures your organisation will put in place to keep children safe and respond to child protection concerns. <p>You must make sure that everyone, no matter what their role, understands the processes and procedures and uses them in the day-to-day running of the organisation. Every year you must review how you're doing and address areas for improvement that have come up.</p>

		<p>Everyone should be aware of how you manage safeguarding. Your policy and procedures should be easily available, either online or on paper (or both) and all staff should receive training in how to use them.</p> <p>Your safeguarding policy should always contain details of the reporting procedure that clearly explains how people can make their worries known and how you will handle any problems.</p> <p>The reporting procedure needs to set out:</p> <ul style="list-style-type: none"> • who to speak to • how issues should be reported • where information will be stored and shared internally • how you'll share this with police, social services or regulators if necessary. <p>You may wish to have a separate policy for Vulnerable Adults as the reporting process is slightly different.</p>
25	What is a Business Continuity plan and what should it contain?	<p>A business continuity plan (BCP) is a document that outlines how your business will continue operating during an unplanned disruption in service so you can continue to function with as little disruption as possible. It should contain contingencies for business processes, assets, human resources and business partners – every aspect of the business that might be affected.</p> <p>BCPs typically contain a checklist that includes supplies and equipment, data backups and backup site locations. They can also include contact information for emergency responders, key personnel and backup site providers. Plans may provide detailed strategies on how business operations can be maintained for both short-term and long-term outages, including defining staff roles and responsibilities to support recovery.</p>