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## FAQs Document

London Borough of Merton

Passenger Transport Services - 2021-2025

Question no.	Question	Answer
1	What safeguarding qualifications do we need?	<p>Your designated safeguarding lead should have an appropriate qualification in managing safeguarding. We have set this at level 3. Courses are available from various providers and we need to see a certificate from a recognised organisation. You should do a refresh every three years and this will need to be uploaded onto the enrolment.</p> <p>Office staff need to have a level 2 certificate from a recognised organisation and will need to refresh every three years. This will not be uploaded to the enrolment however we will need to see evidence of this.</p> <p>Drivers and passenger assistants should have a level 1 certificate. They must do a refresh every two years. This should be sent along with all registration documents as specified in the Service Specification document - Appendix E.</p>
2	How many suppliers do you currently work with?	We have approx. 20 active suppliers on our current DPS.
3	In what way has the method statement changed for this new DPS?	The method statement will be similar to last time however we are asking some broader questions around safeguarding, GDPR and the overall management of services.
4	Do we need a different blue badge to join this Merton DPS?	Merton does not operate a blue badge scheme along the lines of Surrey CC but all relevant details of individual drivers and passenger assistants will need to be registered with the council prior to the use of those individuals on Merton routes. Suppliers will need to undertake all necessary checks as set out in the Service Specification - Schedule E. The council may also require the individual to attend an interview at the council's offices.
5	We have six staff in total however only two of these are permanent employees. Do we need the health and safety policy?	We would need to see something uploaded, especially with reference to Covid-19. This doesn't need to be a long document. A statement to show you comply to the relevant health and safety requirements would suffice. If we require any further information we will come back to you and ask for this.

6	Do you have a depot or yard award with this contract?	No, we expect suppliers to deal with their own fleet arrangement. We have an in house service which has a yard but this isn't available for taxi suppliers.
7	Is there a price vs quality split when awarding contracts?	Yes, this is 80% price, 20% quality. Everyone will start with a full 20% quality score.  The quality score will be checked on a monthly basis. For example, if you perform poorly in month one then your score will go down in month two. Equally if you perform well in month one, your score will go up in month two.  If the performance is very poor then we will suspend suppliers.
8	I have just been accepted onto a DPS with another local authority, can I transfer my documentation across to this Merton application?	Unfortunately you cannot transfer documents across from your other enrolments as this is a separate DPS. There may be similarities between the applications e.g. uploading insurance documents. If the councils have used the same questions then some of these may pre-fill for you.
9	Does the use of electric vehicles affect the quality score in any way?	We haven't considered whether we would encourage electric vehicles directly through the contract however we will go away and think about this, and see if we could recognise the use of electric vehicles.
10	We have an operators licence issued by another local authority, can we still apply to this Merton DPS?	The majority of our operators have a TFL licence however we wouldn't stop you applying with your local authority licence.
11	Is there a requirement for larger vehicles?	Yes, we will have demand for 9 and 12 seater vehicles. When we put our requirements out through SProc.Net we will specify what size vehicle we require based on the service user, drop off point etc.

12	I am an existing supplier for Merton, will I have to apply again?	Yes, to get on the new DPS you will need to do a new accreditation and enrolment and this will need to be approved.
13	What will happen to our existing routes?	All existing routes will transfer over to the new DPS. They will be given a new service agreement number.  If a supplier chooses to not join the DPS then we will have to look at redistributing their routes but we would like to work with you to address any concerns before this happens.
14	When is the deadline to join?	There is no deadline to join a DPS however we will be putting new routes out through the DPS from April and then the summer tender is June – September.  Current routes will be transferred to the new DPS so you will need to service receipt through the new DPS from 12 <sup>th</sup> April.
15	What documentation is required for crew/ how do the crews register?	In the new specification we've outlined what's required in terms of documentation for the crew members. Evidence will need to be emailed across to <a href="mailto:transport.commissioner@merton.gov.uk">transport.commissioner@merton.gov.uk</a> . The below is an overview of what's required but please check the Service Specification when the DPS opens. <ul style="list-style-type: none"> <li>• DBS</li> <li>• PATS training</li> <li>• First Aid</li> <li>• Level 1 safeguarding</li> </ul>
16	Who needs to have PATS training?	All passenger assistants. Some requirements will mean that we need drivers to have PATS training but we will let you know if this is the case. We are looking to have it so all drivers require PATS training in the future however for now, it is just passenger assistants and drivers in certain circumstances.

17	Who needs to have first aid training?	All drivers and passenger assistants will need first aid training.
18	Where can I get PATS training?	You can use online resources for this.  You may be able to do it in house if you have someone who has the relevant qualification. We would need to see the details so we can confirm that the training is suitable.
19	Will you be looking to do routes for pick up and drop offs of vaccines?	At the moment we are strictly a passenger transport service.  90% is home to school transport for SEN pupils 10% is adults with learning disabilities
20	Do you require Midas training?	We do require Midas certification for wheelchair accessible vehicles. This can be used as an alternative to PATS provided the relevant courses have been obtained.
21	Do you need 16 seat vehicles?	We don't generally ask for 16 seaters however if you think it's suitable to use this vehicle type for a particular route then we're more than happy for you to do this.  Taking Covid-19 into consideration, the more space the better.
22	What is the length of your contracts?	We retender the majority of contracts every summer. Some routes will be kept with the same crew due to the specific needs of the service user but there is no guarantee from the council on routes lasting for more than one academic year.
23	Where should passenger assistants sit in the vehicle?	They should not sit in the front with the driver. They should sit in the back with the service user/s.