

## COMPANY METHOD STATEMENT EVALUATION RECORD

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Contract Details</b>     | Passenger Transport Services (Taxis) |
| <b>Name of Supplier</b>     |                                      |
| <b>Name of Evaluator(s)</b> |                                      |
| <b>Date</b>                 |                                      |

The following questions should be scored to assist in the supplier evaluation process, and results translated as explained on page 5 into PASS or FAIL.

It should be noted that the questions below are aimed at a Company level NOT at Individual taxi drivers or passenger assistants.

Separate taxi driver & passenger assistant checks are conducted prior to commence of service delivery, and involve verification by inspecting ID's, Training Certificates, DBS etc.

This completed sheet should be saved in the "adam" DPS to provide an audit trail.

| Score | Score Justification   |
|-------|---|
| 0     | <p><b>Completely unsatisfactory/unacceptable response</b></p> <p>No response to the question or serious deficiencies in meeting the required standards.</p>   |
| 1     | <p><b>Very Poor response</b></p> <p>The response significantly fails to meet the required standards, contains significant shortcomings or is inconsistent with other proposals.</p>                             |
| 2     | <p><b>Poor response</b></p> <p>The response is partially compliant with some shortcomings in meeting the required standards.</p>  |
| 3     | <p><b>Average response</b></p> <p>The response is compliant and meets the basic contract standards. Any concerns are only of a minor nature.</p>  |
| 4     | <p><b>Good response</b></p> <p>The response is fully compliant and clearly indicates a full understanding of the contract. The required standards consistently deliver all the required contract standards.</p> |
| 5     | <p><b>Excellent response</b></p> <p>The response is fully compliant and indicates the ability to exceed the required standards of the contract.</p>   |

**HOW WELL HAS THE SUPPLIER RESPONDED TO THE FOLLOWING QUESTIONS?**

|                                    |   |
|------------------------------------|---|
| <b>Q1</b>                          | <b>Has the Supplier named a person responsible for Safeguarding with a certificated qualification at Level 3 or above? Has evidence of qualification been provided?</b> |
|                                    |   |
| <b>Evaluator Comments (if any)</b> |   |
|                                    |   |
| <b>Pass /Fail:</b>                 |   |
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| <b>Q2</b>                          | <b>What is your procedure for recording and reporting safeguarding and other incident (the council expect a list of actions)</b> |
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| <b>Evaluator Comments (if any)</b> |  |
|                                    |  |
| <b>SCORE (0-5):</b>                |  |
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| <b>Q3</b>   | <b>How are Drivers and Passenger Assistants trained in Safeguarding? Explain your procedure for checking their understanding of this training.</b> |
|   |  |
| <b>Evaluator Comments (if any)</b>  |  |
| <p>Examples of Answers (maximum of 5 can be achieved)</p> <ul style="list-style-type: none"> <li>Communication, briefings only etc</li> <li>Online training course</li> <li>Expected to attend an appropriate Child Protection / Safeguarding Training course that is certificated</li> <li>Refresher Training at least every two years</li> <li>Drivers &amp; PA's are assessed after the course to check understanding</li> </ul> |  |

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| <b>SCORE (0-5):</b> |  |

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| <b>Q4</b>   | <b>How are office staff who deal with day to day running of transport trained in Safeguarding?</b> |
|   |  |
| <b>Evaluator Comments (if any)</b>  |  |
| <p>Examples of Answers (maximum of 5 can be achieved)</p> <ul style="list-style-type: none"> <li>Communication, briefings only etc 1</li> <li>Online training course 2</li> <li>Expected to attend an appropriate Child Protection/Safeguarding training course that is certificated (minimum level 2) 3</li> <li>Refresher Training at least every two years 4</li> <li>Office staff are assessed after the course to check understanding 5</li> </ul> |  |
| <b>SCORE (0-5):</b>   |  |

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| <b>Q5</b>  | <b>Who is responsible for training generally? What does this cover and how is it delivered, should you have a named person who provides this training you must show evidence of this by uploading their training documents on the enrolment section.</b> |
|  |  |
| <b>Evaluator Comments (if any)</b>   |  |
| <p>Examples of Answers (maximum of 5 can be achieved)</p> <ul style="list-style-type: none"> <li>Supplier named person or company used</li> <li>Supplier named person training certifications evidenced</li> <li>List of training (Pats, First Aid, WORTs or equivalent, Epi Pen, behaviour management strategies, Autism awareness, Epilepsy awareness)</li> <li>Complete online course or In-house training with certification</li> <li>Details of timelines for training i.e. annual, biannual</li> </ul> |  |
| <b>SCORE (0-5):</b>  |  |

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| <b>Q6</b> | <b>What complaints procedure do you have in place and how is this monitored and recorded</b> |
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| <b>Evaluator Comments (if any)</b>   |  |
| <p>Examples of Answers (maximum of 5 can be achieved)</p> <ul style="list-style-type: none"> <li>Explanation of procedure (list)</li> <li>Person responsible for managing complaints</li> <li>Actions taken</li> <li>Reporting and recording</li> <li>Review of procedure (i.e. Monthly, Quarterly, Annually)</li> </ul> |  |
| <b>SCORE (0-5):</b>  |  |

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| <b>Q7</b>  | <b>Please describe your recruitment process and what documentary evidence do you require and record?</b> |
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| <b>Evaluator Comments (if any)</b>   |  |
| <p>Examples of Answers (maximum of 5 can be achieved)</p> <ul style="list-style-type: none"> <li>Passport - check valid Visas / Permission to Work</li> <li>DBS checks at least every 3 years for Drivers and Personal Assistants</li> <li>Driving License, Operator License, Summary of Licence</li> <li>Addition training documents (first aid /safeguarding, Pats, other)</li> <li>References – details of how this is done and recorded</li> </ul> |  |
| <b>SCORE (0-5):</b>  |  |

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| <b>Q8</b>  | <b>Give details of your Data Protection Policy/procedures and explain how you remove outdated information</b> |
|  |   |
| <b>Evaluator Comments (if any)</b>   |   |
| <p>Examples of Answers</p> <p>In reference to Service Specification - does the Supplier's Policy/procedures cover all/most of the relevant areas? If not, what aspects are weak or missing?</p> <p>Has written Data Protection policy/procedures = 1<br/>         Password protected access to computer (limited persons) = 2<br/>         Secure Emails = 3</p> |   |

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| Data storage secured either electronic encrypted or Hard copy locked cabinet = 4<br>Data removal electronic Hard Drive Destruction / Hard Copy shredded removed by specified company = 5 | <b>SCORE (0-5):</b> |
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| <b>Q9</b>  | <b>Please explain your business continuity plans/procedures to ensure continuous and timely service provision.</b> |
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| <b>Evaluator Comments (if any)</b><br>Your answer should address EACH of the following scenarios.<br><ol style="list-style-type: none"> <li>1. Staff shortages - Short term (e.g. sickness, accident etc) or Long term (e.g. hospitalisation)</li> <li>2. Vehicle shortages (e.g. theft, break down, accident etc).</li> <li>3. Breakdown / loss of telephone and IT equipment (e.g. theft, power outage etc)</li> <li>4. Extreme weather conditions (e.g. deep snow, storms etc)</li> <li>5. Loss of taxi office / building (e.g. fire, flood etc)</li> </ol> You should explain your contingency plans and procedures to minimise any impact on service users and to ensure continuity of service.<br><b>Please note that any back-up drivers or passenger assistants MUST be pre-registered with the Council before they can be deployed on Council routes.</b> |  |
| <b>SCORE (0-5):</b>  |  |

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| <b>Any further / additional notes or comments you want to make about the organisation:</b> |
| <b>Evaluator Comments (if any)</b>   |
|  |

**Summary of Scores**

| Q1 P/F) | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Q9 |
|---------|----|----|----|----|----|----|----|----|
|         |    |    |    |    |    |    |    |    |

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| <b>Overall Total Score (out of 40)</b> |  |
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**Please note that Suppliers who score less than 3 on any question will automatically fail regardless of overall score.**

30 or above            PASS

25– 29                NEAR PASS – work with the Supplier to improve their scores and allow up to 2 re-submissions.

24 or below            FAIL (provide feedback but Supplier not allowed to resubmit for a min 3 months to allow him time to embed required improvements)