

## COMPANY METHOD STATEMENT EVALUATION RECORD

<b>Contract Details</b>	SEN Home to School Transport
<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 below 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 will be conducted prior to start of service delivery, including filing of Training Certificates, DBS etc.

Score	Score Justification
<b>0</b>	<b>Completely unsatisfactory/unacceptable response</b> No response to the question or serious deficiencies in meeting the required standards.
<b>1</b>	<b>Very Poor response</b> The response significantly fails to meet the required standards, contains significant shortcomings or shows inconsistencies in understanding.
<b>2</b>	<b>Poor response</b> The response is partially compliant with some shortcomings in meeting the required standards.
<b>3</b>	<b>Average response</b> The response is compliant and meets the basic contract standards. Any concerns are only of a minor nature and can easily be addressed. Minimum acceptable standard.
<b>4</b>	<b>Good response</b> The response is compliant and shows a good understanding of the basic standards required under the contract. Exceeds minimum requirements in a few aspects.
<b>5</b>	<b>Very Good response</b> The response is fully compliant and clearly indicates a very good understanding of the contract and needs of the clients. Exceeds the minimum requirements in many aspects.
<b>6</b>	<b>Excellent response</b> The response is fully compliant and indicates the ability to exceed the required standards of the contract in all aspects.

**Quality and Process questions.**

Scoring:

**Each question will be marked out of 6 and the totals added to create an overall score.**

**Please note that Suppliers who score less than 3 (average) on any individual Quality and Process question will automatically fail regardless of overall score.**

**Up to 2 re-submissions will be allowed before imposing a waiting period to allow for remedial work to be undertaken.**

Overall Scores:

24 or above	PASS
18-23	NEAR PASS minor adaptations and improvements to working practice required. LBR will work with the Supplier to improve their scores and allow immediate re-submission.
17 or below	FAIL major improvements will be required before we can accept the Supplier to the DPS. LBR will work with the Supplier to improve their ways of working. Evidence of substantive changes to working practices will be required before re-submission.

<b>Q33</b>	<p>Please demonstrate how your organisation ensures that all staff who are employed (including agency workers who are utilised) have undergone a Disclosure Barring Service check and have been assessed to be suitable to work with vulnerable adults. This will include as a minimum how your organisation ensures that renewals are undertaken every three years or as per current legislation.</p> <p><b>6 marks available</b></p>
<b>Evaluator Comments (if any)</b>	
<p>Answer should include such things as:</p> <ul style="list-style-type: none"> <li>• What you do if the DBS is not clear</li> <li>• How you confirm that the DBS refers to the relevant person (ID checks)</li> <li>• How you keep track of expiry dates for paperwork and training.</li> </ul>	
<b>SCORE (0-6):</b>	

<b>Q46</b>	<p>Please explain how you ensure that your staff are able to communicate effectively with schools and parents or carers? How does this ensure that your staff are able to make sure that the journeys are stress free and that passengers arrive at school in a calm state, ready to learn?</p> <p><b>6 marks available</b></p>

<b>Evaluator Comments (if any)</b>	
<p>Answer should include such things as:</p> <ul style="list-style-type: none"> <li>• the type of experience and training staff have.</li> <li>• examples of clear correct communications.</li> <li>• How transport crew interact with pupils, parents and other professionals.</li> <li>• How regularly staff training is reviewed.</li> <li>• What processes are in place to share good practice and possible concerns.</li> </ul>	
<b>SCORE (0-6):</b>	

<b>Q49</b>	<p>Please outline how you propose to ensure passengers are safe on their journey to or from their destination. How do you ensure that drivers and/or passenger assistants are aware of any risks and that passengers are able to cope with stressful situations? <b>6 marks available</b></p>
<b>Evaluator Comments (if any)</b>	
<p>Answer should include such things as:</p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Additional skills required to work with service users</li> <li>• How your staff reduce and avoid behaviours escalating.</li> <li>• How and to whom to report matters of concern.</li> <li>• Relevant sharing of data/medical protocols, e.g. sharing best practice between staff</li> <li>• Emergency procedures</li> </ul>	
<b>SCORE (0-6):</b>	

<b>Q51</b>	<p><b>Scenario:</b> You are transporting a number of SEN/vulnerable adult passengers on a vehicle, when one passenger who is severely autistic becomes aggressive and hits a fellow passenger. What action would be taken? (Max 300 words.) <b>6 marks available</b></p>
<b>Evaluator Comments (if any)</b>	
<p>Answer should include such things as:</p> <ul style="list-style-type: none"> <li>• Initial actions to keep all passengers safe, e.g. stopping vehicle, calming passengers, first aid, etc.</li> <li>• How would PA communicate with passengers.</li> <li>• Would you move the passenger, and what should you consider before doing so.</li> <li>• How, when and to whom would you report the incident.</li> </ul>	

**SCORE (0-6):**

<b>Q52</b>	<p><b>Scenario:</b> On a journey with some SEN passengers, a Personal Assistant (PA) overhears one child say to another that their dad comes into their room every night to say goodnight, but they do not like it. What action would be taken? (Max 300 words.)</p> <p><b>6 marks available</b></p>
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**Evaluator Comments (if any)**

Answer should include such things as:

- What should the Pa do/say.
- What should they record.
- Who should they tell
- What is the procedure within the office for reporting/recording the incident.

**SCORE (0-6):**

<b>Q53</b>	<p><b>Scenario:</b> - What process/procedures does your organisation have in place if a vehicle were to break down on a stretch of motorway whilst transporting a number of SEN/vulnerable passengers? (Max 300 words.)</p> <p><b>6 marks available</b></p>
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**Evaluator Comments (if any)**

Answer should include such things as:

- How they would keep passengers calm and safe.
- Who crew should call for assistance and how.
- Who needs to know that the vehicle has broken down, and who informs them
- How quickly a repair vehicle and/or rescue vehicle can be called (roughly).
- How would you safely transfer passengers to a rescue vehicle if needed.
- What would you do once you return to the office/depot.
- What would you do to prevent reoccurrence.

**SCORE (0-6):**

**Summary of Scores**

**Quality and Process questions**

Q33	Q46	Q49	Q51(scenario)	Q52(scenario)	Q53(scenario)
<b>Overall Total Score (out of 36)</b>					

## Questions where no formal policy is filed.

Successful Suppliers will be expected to develop formal policy documents covering these areas for future use.

Each question is marked individually out of 5. Scores will NOT be totalled.

**3+ = pass**

**2 = near pass – some improvement required**

**1 = fail – significant improvement required**

<b>Q39</b>	<b>Environmental Sustainability policy</b> - If no formal Environmental Sustainability policy is available please outline how you contribute to environmental sustainability in the course of your business. <b>5 marks available</b>
Answer could include such things as: <ul style="list-style-type: none"><li>• Fuel choices/alternative fuels</li><li>• Eco driving/driver training</li><li>• Air quality awareness – anti-idling</li><li>• Recycling/waste disposal</li><li>• Energy awareness</li><li>• Pollution controls,</li><li>• Office procedures/procurement policies</li></ul>	
<b>SCORE (0-5):</b>	

<b>Q41</b>	<b>Complaints policy</b> - If no formal complaints policy available, please describe how you escalate and deal with complaints within your organisation. <b>5 marks available</b>
Answer could include such things as: <ul style="list-style-type: none"><li>• Who takes the complaint.</li><li>• How are complaints recorded</li><li>• What sort of complaints are your front-line staff authorised to deal with</li><li>• What sorts of complaints would you expect to be dealt with by the manager or owner of the business.</li><li>• When would you escalate a complaint to the Authority</li></ul>	
<b>SCORE (0-5):</b>	

<b>Q48</b>	<b>Business Continuity Plan</b> – if no formal BCP is available; please describe how you would deal with three or more of the following: <ul style="list-style-type: none"><li>- Flooding;</li><li>- Loss of staff due to a pandemic, e.g. flu;</li></ul>
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	<ul style="list-style-type: none"> <li>- Loss of vehicles, e.g. through fire or vandalism;</li> <li>- Fuel shortage;</li> <li>- Loss of mains power;</li> <li>- Loss of IT systems;</li> <li>- Fire in the building and/or surrounding area;</li> <li>- Loss of Telecoms; and</li> <li>- Loss of water supply.</li> </ul> <p><b>5 marks available</b></p>
<p>You should explain your plans and what procedures you will follow to minimise any impact on service users and to ensure continuity of service. Your answer should make reference to both short and long term contingencies.</p>	
<b>SCORE (0-5):</b>	

<b>Q55</b>	<p><b>Safe recruitment Policy</b> - if no formal Safe Recruitment Policy is available, please explain how you will select, train and engage with your staff and ensure that they are of good character and are appropriately skilled and experienced (Max 300 words.)</p> <p><b>5 marks available</b></p>
<p>Answer could include such things as:</p> <ul style="list-style-type: none"> <li>• How and where you recruit/advertise for staff</li> <li>• What is your Selection process (shortlist, interview, etc.)</li> <li>• How you confirm the applicant's identity and right to work</li> <li>• How you check the applicant's suitability for the role,</li> <li>• What soft skills are you looking for from a candidate, e.g. interpersonal skills, decision making ability, etc.</li> <li>• How you check the applicant's qualifications, e.g previous training, driving licences, etc.</li> <li>• How you check/confirm the applicant's experience and skills.</li> </ul>	
<b>SCORE (0-5):</b>	

Q39 (Environment)	Q41 (Complaints)	Q48 (Business Continuity)	Q55 (safe recruitment)