

FAMILIES SERVICES PROVISION OF SEN OUT OF BOROUGH TRANSPORT SERVICES AND AD HOC TAXI SERVICES

SPECIFICATION for:

**Category 1: Out of Borough Schools and Colleges and other pupil transport,
Passenger Transport for 8 passengers or less with Passenger Assistance**

1. INTRODUCTION

- 1.1 The London Borough of Waltham Forest is committed to providing high quality transport services for pupils for whom the Authority is responsible. It is keen on working with the private, voluntary and independent sector organisations to realise its ambitions.
- 1.2 This specification sets out the Council's requirements for the transportation of SEN pupils attending statutory education establishments outside of the borough and other pupils and students. It is intended to give an overview of the services to be provided, and the principal requirements of the contract.
- 1.3 The services required have been divided into different categories, based on vehicle type. This specification is a set of requirements for Category 1
- 1.4 This specification should be read in conjunction with the contract terms and conditions provided.

2. GENERAL

- 2.1 The contract for this Category is for the planning, organisation and provision of passenger transport services.
- 2.2 The Council will provide to the Contractor details of passengers to be conveyed, together with any special requirements for each passenger.
- 2.3 The Transport of pupils has been split into Categories, with this Specification relating to:

Transport to and from Out of Borough Schools and Colleges and other pupil transport.

Category 1: Passenger Transport for 8 passengers or less with Passenger Assistance. This Lot is for passenger transport services for 8 passengers or less, where a PSV licence is not required, such as taxi services (licensed

Hackney Carriage or Private Hire Vehicle) or a car provided by a volunteer / community transport organisation. The service provider also provides a member or members of staff trained on a 'PATS' course or equivalent, to act as passenger assistant(s) for one or more passengers on the vehicle. For the avoidance of doubt, the maximum number of passengers (8) will be inclusive of passenger assistant(s).

3. KEY FEATURES OF THE SERVICE

- 3.1 The service is mainly to transport pupils between home/pick up point and school or college at the start and end of each school/college day during term time. For a few pupils, transport is only required at the start and end of each week, or at less frequent intervals. Some journeys will be to transport pupils/students to residential settings, which may be outside of the normal school/college times.
- 3.2 The service includes transport for pupils 16+ years and these movements will generally be at the start and end of educational days, but on occasions will be undertaken during off peak periods during the day. Those students attending Colleges are on courses that are modular based, which will mean that timetables will change from term to term and may also change within a term.

4. VOLUME

- 4.1 The Contractor shall manage routes effectively and efficiently to ensure that value for money is achieved.

5. LEGAL REQUIREMENTS

5.1 Vehicles

5.1.1 All vehicles used in the performance of this contract must be either a Public Service Vehicle, a Section 19 Permit vehicle, a licensed Hackney Carriage or a licensed Private Hire Vehicle, and the operator of the vehicles must also hold the appropriate licence.

5.2 Drivers and other staff

5.2.1 The staff employed to drive the vehicles must hold the appropriate driving entitlement. In addition, each driver used must have a current enhanced DBS (Disclosure and Barring Service) Certificate which should also include all those current staff requiring renewal of their CRBs.

5.2.2 All new staff employed to act as Passenger Assistants must have an enhanced current DBS (Disclosure and Barring Service) Certificate which should also include all those current staff requiring renewal of their CRBs.

5.2.3 Operators, Drivers and Passenger Assistants are required to read the Code of Practice document at Appendix II and sign to say they have done so.

5.3 The Contractor shall ensure that its Employees at all times work in accordance with the Waltham Forest Transport Services Code of Practice. Also to act reasonably in undertaking their work as quietly and as efficiently as is practicable and avoid the excessive use of engine power. Vehicles should not be left with their engine running for periods while stationary, in excess of those reasonably required for the provision of the services.

5.4 The Contractor is encouraged to obtain licences and receive certified training e.g. In Safer Urban Driving and Fuel Management. The council encourages contractors to ensure that their drivers receive the Energy Saving Trust's Smarter Driving training (or equivalent).

6. PICK UP AND DROP OFF POINTS

6.1 Pick up and drop off timings and all route schedules will be agreed with the Council's representative/Contract Manager. Any changes shall be mutually agreed between both parties and five days written notice given to parents/users.

6.2 The Contractor must ensure that the agreed pick up and drop off times do not vary by more than 3 minutes.

6.3 All users and stakeholders e.g. schools/parents are to be notified of any delay of 10 minutes or more. The preferred means of communication will be SMS text messaging, and/or email if these contact details are held.

6.4 Should a parent/carer not be at the drop off point, then after a short wait if there are other passengers to drop off, then the driver is expected to call back to the drop off point address at the end of the run. Should the parent/carer still not be at the drop off point, then the driver and Passenger Assistant will be expected to contact the SEN Disability team to inform them of the situation. In the event the crew is required to wait, there will be no extra charge for the first 15 minutes of waiting. After this initial wait, if the crew is still required, the Contractor will be able to charge for each subsequent 15 minute period of waiting. The rate of charge for waiting will be detailed by the Contractor at the time of responding to requirements. If the parent/carer is still not able to receive the child/young person then the SEN team will arrange for the pupil to be dropped off at a local social care facility.

6.5 Contact details of the centre must be left at the parent/carer's address stating the times of when the Contractor tried to drop off and the time of estimated arrival at the care facility.

7. QUALITY STANDARDS

- 7.1 The maximum age limit for vehicles used on this contract is seven years, except by prior approval by the Council.
- 7.2 All staff used on the contract must undergo appropriate and regular training and appropriate to the type of passengers being carried (e.g. MIDAS, CPC)
- 7.3 Where the Council and schools provide specific training for staff working with users accessing transport services, the Council expects the Contractor to make staff available for this training.
- 7.4 All staff used on the contract must carry and display an identification badge with photograph, at all times whilst on duty.
- 7.5 Journey times should be scheduled to ensure adequate collection and drop off times and include any traffic disruptions e.g. road repairs.
- 7.6 The Contractor will be required to consult the Council representatives and agree any planned changes to the operation of the service. Such agreed changes shall be notified to parents/carers in writing at least five days before the change is to take place, other than in circumstances beyond the control of the Contractor.

8. INFORMATION TECHNOLOGY (IT)

- 8.1 The Council will require the Contractor to have in place suitable IT systems which enable effective communication, route management and planning.
- 8.2 The council requires an effective procedure for communicating with schools, establishments and parents/carers in the event of delay (e.g. text message).
- 8.3 The Council ideally would like the Contractor to provide all vehicles with a tracker system and have a 'read only' access to such system. Monitoring data formats would be agreed with the Council and submitted upon request.

9. SUB-CONTRACTING

- 9.1 The Contractor shall identify within their proposal any sub-contractors they propose to use as part of the contract service delivery along with relevant details**

of the sub contractor. If during the term of the contract the contractor wishes to sub-contract part of the service to any sub-contractor not identified in the proposal then the contractor will be required to seek written permission of the Council to sub-contract some or all parts of the service. Any sub-contracting undertaken must observe the following:

- 9.1.1 All sub-Contractor(s) must satisfy the conditions set out in this specification.
- 9.1.2 The sub-Contractor(s) will be subject to the monitoring requirements set out in section 11 below.
- 9.1.3 Any increase in monitoring costs resulting from sub-contracting will be borne by the Contractor.
- 9.1.4 The primary responsibility for monitoring sub-Contractor(s) will be that of the Contractor.

10. KEY PERFORMANCE INDICATORS

10.1 The following are the KPIs by which the Contractor's performance will be measured:

Quality Standards KIPs	Target %	Comments	Monitoring Evidence
Cleanliness of vehicles	95	All vehicles and seating tracking to be kept clean and litter free.	Venue Visits
Seat belts	100	All vehicles to be fitted with operational generation lap/diagonal belts	Venue Visits
Seating Conditions	100	All passenger seats to be kept in good clean condition eg. No tears or holes exposing padding	Venue Visits
Baby seats (if required)	100	Vehicles to be fitted with baby seats with clean covers and untwisted restraints and constructed appropriately for size of child where required	Venue Visits
Additional harnessing (if required)	100	To be provided eg. 5-Point safety harness/ Seat belt safety clips where required	Venue Visits
First Aids Kits	100	All vehicles to have a first aid kit equipped to meet operating licence requirements	Venue Visits

Fire Extinguishers	100	All vehicles to have a fire extinguishers and hammers to meet operational licence requirements and inspected annually	Venue Visits
Additional equipment	95	Each vehicle to have sufficient number of Wipes, Gloves and tissues	Venue Visits
Staff Training	100	<p>All staff to have received the following training as a minimum in addition to induction programme:</p> <ul style="list-style-type: none"> Disability Awareness Awareness of Health and Safety legislation Safeguarding awareness Awareness of challenging behaviour Conflict resolution Accident reporting Vehicle fire evacuation <p>Additionally, Drivers to have received the following training:</p> <ul style="list-style-type: none"> MiDAS/CPC PCV Driver training Driver hours regulations Fuel efficient and environmental driving techniques Defensive driving PPE for work <p>Additionally, Personal Assistants to have received PATS training.</p> <p>The above list is not exclusive and should represent any future legislative or good practice training programmes</p>	Information provided on a six monthly basis
Tail Lift Operators	100	Only Midas (or equivalent) trained staff to operate vehicle tail lift equipment and hold a 6 month LOLA certificate	To be checked six monthly
Passenger Assistants Staff	100	Only trained staff to provide Passenger Assistant duties	To be checked six monthly

Operational Code of Practice	100	Contractor to provide evidence that all staff have received copy of the document. All staff to adhere to the Code of Practice handbook	To be checked six monthly
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Performance KPIs:	Target %	Comments	Monitoring Evidence
User satisfaction	95	Annual survey to be conducted by the Council and results to show a minimum 95% rated the service satisfactory or above	Annual Review
Number of staff changes on individual routes	5	Staff changes not to exceed 5% in any school term	Information provided termly
Journey schedule times	95	Collection and drop off times should match those scheduled within 3 minutes and take account of any traffic disruptions eg. Road repairs.	Monthly Management Information Data
Timeliness	Term 1 15% Term 2 12.5% Term 3 10%	Route Tracking Data performance showing where collections are not within the times specified should not exceed % targets as identified for each school term.	Monthly Management Information Data
Mis-collections	0	All users to be collected in accordance with the agreed schedules (0% failure to collect – notwithstanding notified/unnotified user absence)	Monthly Management Information Data
Complaint Resolutions	100	From the number of complaints received, all complaints shall be resolved to the Council's satisfaction and within the Council's time scales.	Complaints Log Data provided to Council Monthly
On-route attendance registers	100	All A.M. and P.M. routes to complete attendance registers and submit them to the Contractor's office daily	Management Information reports
Attendance register data	100	All attendance registers to be collated and copies provided to the Council within agreed timescales	Management Information reports

Incident/Accident reporting	100	All incidents and accidents to be logged and actioned where necessary and collated data submitted within agreed timescales.	Management Information reports
Self-monitoring inspections	100	Self monitoring to be undertaken and monitoring data to be available 1 week prior to Contract Monitoring Meetings	Management Information reports
Legal Requirement KPIs	Target %	Comments	
Operation	100	Must hold an appropriate operating licence to fulfil Contract Specification eg. Permit 19 Public Service Vehicle, PCO, Hackney Carriage etc.	Annual Compliance Checks
Insurances	100	Must hold adequate Public Liability, Employers Liability and Motor Insurance Certificates and copies to be provided to LA upon renewal	Annual Compliance Checks
Vehicles	100	Carry out vehicle inspections/service in accordance with Department of Transport Guide to Road Worthiness. All vehicle inspections data held for 15 months All tail-lifts to be inspected 6 monthly All Wheelchair restraints are appropriately maintained to ensure duty of care. All tyres are torque in accordance with manufacturers guidelines Maximum age limit for vehicles with up to 8 passenger seats used on this contract is five years, in line with PCO requirements - except by prior approval by the Council. Maximum age limit for vehicles with 9 or more passenger seats used on this contract is seven years, except by prior approval by the Council.	Six monthly Compliance Checks and Site Visits
Drivers	100	All drivers to hold the appropriate driving licences	Six monthly Compliance Checks
Passenger Assistants	100	All Passenger Assistants are adequately trained to fulfil contract requirements	Six monthly Compliance Checks

Safeguarding	100	All drivers to hold current CRB or DBS certificates	Six monthly Compliance Checks
	100	All Passenger Assistants to hold current CRB or DBS certificates	Six monthly Compliance Checks

10.2 The output/outcomes targets will be reviewed annually and may be subject to change following joint decision.

11. MONITORING

11.1 The Contractor will be required to submit performance data to enable the Council to assess delivery of service against the KPIs set out in section 10 above. This must include the performance data of any sub-contractors.

11.2 The Council will independently monitor operations and may use mechanisms set out in defect and rectification procedures to address any underperformance.

11.3 The Contractor will be required to attend contract monitoring meetings as required. The dates of contract monitoring meetings will be agreed in advance and must be attended by the designated contract manager and any other member of the contractor's organisation as may be reasonably required for such meetings.

11.4 The Contractor will attend service user group meetings as required.

11.5 The Contractor will be required to report any accident/incident or Safeguarding issue that affects the wellbeing of our users within 24 hours. Such incidents shall be reported to the Council's relevant Service Area and Contract Manager.

11.6 The Contractor will be required to monitor complaints and claims and supply a statistical summary of these to the Council as specified at 11.8 below

11.7 The Contractor will be required to monitor safeguarding, health and safety incidents and service disruptions via Incident/Accident Logs and submit as specified at 11.8 below.

11.8

Monitoring Requirement	Frequency	Evidence
Management Information Reports	Submitted 10 working days prior to Contract Monitoring Meeting, as agreed	Tracking Data Reports Complaints Log Accident/Incident Reports Safeguarding Reports

Office Site Visits	Half-termly	Evidence to be sampled: Vehicle Annual Service Rota Vehicle Maintenance and Equipment Records Number of Vehicle Breakdowns Driver Daily Walk-round Inspection Sheets Crew Allocation Sheets Driver Hours Records Training Records Staff and Vehicle Data
Venue Site Visits	Half-termly	Performance Standards: Lateness Vehicle and Equipment Checks Staff Interaction Attendance Registers
Route Schedule Spot Checks	Half-termly	Route running to specified schedules observations
Compliance Checks	Annually	Policy & Procedure Documents Insurance Certificates Vehicle mileage and fuel consumption records for each vehicle Operators Licence

12. USER SATISFACTION

12.1 The Council may undertake Customer Satisfaction Surveys as part of performance monitoring which will form part of contract reviews.

12.2 The contractor is also encouraged to undertake its own customer satisfaction exercises, results can be used in monitoring meetings and reviews.

13. PREMISES AND CONTACT DETAILS

13.1 Premises should be accessible for all user types.

13.2 Premises shall be compliant in accordance with Health & Safety at Work Legislation (1994)

13.3 The Contractor will be required to provide a dedicated telephone number (separate from its main number) for the express purpose of allowing parents/carers and schools/establishments to make contact during the hours that any contract is operating, and to ensure that those who will staff this line are trained to deal with all enquiries.

14. PRICES

14.1 Prices will remain fixed for the initial 16-month period, unless there are changes to routes during term time – these to be re-submitted through the DPS process.

15. ACCOUNTS

15.1 The Council reserves the right to inspect the accounts and records of the Contractor(s) at any reasonable time.

15.2 Copies of the Contractor's most recent audited accounts are to be provided, and subsequent annual accounts to be provided within 3 months of being published.

16. SPECIAL REQUIREMENTS

16.1 There may be a specific requirement to provide a male or female driver and/or Personal Assistant for particular journeys, as notified.

16.2 There may be a specific requirement for a Personal Assistant to be provided who has medical training, such as suction pump training, which will be notified.

17. COMPLAINTS AND CLAIMS

17.1 The Contractor will be required to cooperate with the Council to resolve complaints in an efficient and timely manner and to ensure that failures once addressed are not repeated and the standards set out in the Council's Complaints Procedure are met.

17.2 The Contractor will ensure that it has a Complaints Policy which has a clear staged process for dealing with complaints, how complaints can be escalated and timescales for dealing with complaints.

18. HEALTH AND SAFETY

18.1 The Contractor will be required to institute measures to safeguard the health and safety of users, carers and staff and comply in accordance with the conditions set out in the contract terms and conditions. The Contractor will be required to share data on health and safety incidents with the Council and as well as its own staff for training and service improvement purposes.

18.2 The Contractor will ensure that they have read and understood the Council's policies and advice shown below in relation to Health and Safety <http://www.walthamforest.gov.uk/Pages/Services/Safety-health-and-safety-atwork-advice-and-training.aspx?l1=100002&l2=200049> and confirmation that the organisation either

already operates to at least the same standards or that the organisation will be operating to these standards before the contract is awarded.

19. EMERGENCIES AND CIVIL CONTINGENCIES

19.1 The Council will require access to the vehicles and drivers during emergencies and civil contingencies to ensure service continuity.

20. DECOMMISSIONING CONTRACT – EXIT PLANNING

Not applicable.

21. EQUALITY AND DIVERSITY

21.1 The Contractor will confirm that the organisation has an Equality & Diversity policy which meets the principles set out in Council's Equality & Diversity Policy (see link below) and therefore all statutory requirements.
<http://www.walthamforest.gov.uk/Pages/Services/Equalities-and-diversityassessment-and-consultation.aspx?l1=100003&l2=200041#OurEqualityandDiversityPolicyStatement>

22. SAFEGUARDING

22.1 The Contractor will confirm that they will adopt the procedures of the London Child Protection Procedures - Safeguarding document, which can be found at the following link, http://www.londoncp.co.uk/chapters/A_contents.html which the Waltham Forest Safeguarding Board adheres to. That they will complete all the required checks in respect of all workers deployed to work under this agreement and that they will provide the Council with the information required.

23. SUSTAINABILITY

23.1 The Contractor will confirm that they have read and understood the Council's policies in relation to Sustainability (see link) <http://www.walthamforest.gov.uk/pages/category/sustainability.aspx> and confirmation that the organisation either already operates to at least the same standards, or that the organisation will be operating to these standards before the contract is awarded.

24. CARBON EMISSIONS

- 24.1 The Contractor shall work with Council staff to continually reduce carbon and air quality emissions and improve resource efficiency.
- 24.2 Any vehicle used for the contract, under 3.5 tonnes Gross Vehicle Weight (GVW), must be powered by a clean fuel. This will usually mean LPG, natural gas, hydrogen cell or electricity (including electric hybrids). Vehicles must have a Vehicle tax band no higher than DVLA Band C. Vehicle emissions must meet the highest Euro emission standard possible.
- 24.3 Any vehicle over 3.5 tonnes GVW can be powered by conventional fuels (petrol is preferable over diesel for lower NOx emissions) but, must meet the highest Euro emission standards possible. In addition an after exhaust treatment device, such as, a catalytic converter or a particulate trap must also be fitted.
- 24.4 Any new vehicle used on the contract must meet the highest Euro emission standards available and where appropriate be fitted with an after exhaust treatment device. Any replacement or hire vehicle must also meet these emission standards.
- 24.5 The Contractor shall ensure that the general condition of vehicles is at a standard to meet legislation in force and that vehicles are maintained and kept in good, serviceable and roadworthy condition at all times to ensure they are running efficiently.
- 24.6 At the Contractor's cost the Council may require the Contractor to replace one or more vehicles if in the Council's opinion the vehicle is inadequate for the work it is used for or if in the Council's opinion the vehicle is affecting or might have an effect on the image and reputation of the Council.
- 24.7 The Contractor shall minimise the amount of miles driven by vehicles when designing delivery routes and schedules.

APPENDIX I

Schedule of Routes to be provided:

APPENDIX II

TRANSPORT SERVICES - CODE OF PRACTICE For Transporting Children and Young People

FOR MINIBUS, BUS AND TAXI SERVICES

Introduction

London Borough of Waltham Forest Council conveys passengers to and from a variety of locations, including, educational establishments, respite centres and places providing additional care, using various methods of transport.

The journey to and from these establishments is an important part of the day for all passengers. Journeys that are planned with great care and carried out in a professional manner will assist all passengers, some of whom require a greater need of assistance.

This Code of Practice has been produced to provide advice to all concerned in the operation of transport services.

The information and advice contained in this Code of Practice forms part of the contract with any Operators, Drivers and Passenger Assistants.

Accidents on the many forms of transport are fortunately rare, but it is important for all drivers, Passenger Assistants, parents/guardians/carers and passengers to be aware of the potential dangers and wherever possible follow some simple guidelines, which help make the journey safer.

Operators

All operators must be fully conversant with the terms and conditions of the current Waltham Forest Borough Council Contract under which they operate.

Contractors are asked to note that this Code of Practice forms part of the standards which we expect under their contract conditions and can be updated or amended at any time. It is a contractual condition that ALL staff who deal with contracted transport are made aware of this Code of Practice and adequate copies are supplied. A copy of this Code of Practice should be kept in each vehicle. During inspections it will be noted if there is no copy, or the Driver and Passenger Assistant have not been made aware of it and this could be used during the monitoring of contractor performance.

1. Ensure vehicles are in good condition, clean and thoroughly roadworthy.
2. Ensure that your insurance cover indemnifies the Waltham Forest Borough Council and any third party to the amount detailed in your contract.

3. Ensure that the vehicle(s) is / are driven by a competent, appropriately licensed drivers and are insured in accordance with the law, and that the driver has on their person their license and the driver details have been provided to Waltham Forest council.
4. Ensure that all appropriate signage is clearly displayed, including any contact numbers.
5. Notify the driver(s) and Passenger Assistant(s), where provided, that they shall refrain from, eating or drinking throughout the journey, and whilst on Establishment premises.
6. Please ensure that driver(s) and Passenger Assistant(s) are informed that no smoking is permitted. (For the purposes of this paragraph “during transport” refers to commencement of the journey to collect the first passenger until all passengers have been handed over to the establishment and the vehicle has left the establishment and from the commencement of the journey to the establishment to collect passengers until the last passenger has been dropped off).
7. Ensure that all Passenger Assistants, being used on Waltham Forest Borough Council contracts, have been formally approved.
8. Ensure that all safety equipment that is required by the contract is in good order and appropriate for the task for which it is required, (First Aid Kits, Fire Extinguishers, Harnesses, Etc.) and also provide a supply of gloves, wipes and tissues on the vehicle
9. Ensure that all drivers (and Passenger Assistants, if required) are fully trained in the operation of all equipment on the vehicle. (Fire Extinguishers, Harnesses, Tail Lifts, Emergency Exits, Etc.)
10. Drivers and Passenger Assistants are aware of the terms of the contract that affect them. (Carrying their license and/or badge, co-operating with Council staff performing inspections, etc.)
11. Wherever possible, ensure that the driver and Passenger Assistant used for each contract remain constant. This helps both parents and pupils and can result in a more efficient and effective service.
12. Ensure that your drivers and Passenger Assistants are aware of the procedures to be taken in the event of an emergency, for example, if a parent has failed to arrive at the end of the student’s journey, or if a student is unwell.

13. Ensure that the SEN Service/WF Transport Manager are aware of, and have authorised, any amendments to the contracted routes and if any passengers are regularly failing to use the transport provided.
14. In the event of severe weather it is the Contractor's decision whether or not to transport pupils. In the event that the Contractor decides it is too dangerous you **MUST** inform the SEN Service immediately and inform all parents/carers of pupils on that route. The SEN Service will contact the relevant establishments.
15. If the Contractor, or their driver/Passenger Assistant, have any concerns over the transport of any individual or equipment, notify the SEN Service immediately. If the concerns you have are with regard to whether a student can be transported safely, do **not** commence transport without first contacting the SEN Service/WF Transport Manager.
16. Ensure that all drivers and Passenger Assistants are aware that failure to comply with this Code of Practice may result in their removal from Waltham Forest Borough Council Operations.

Drivers Responsibilities

1. Remember that some of the passengers you are carrying will have special needs, which are often individual. It is important to remember that their welfare and safety are of paramount importance.
2. Where special harnesses and wheelchairs, or other specialist equipment is fitted to your vehicle, it is **your** responsibility to make sure you understand how to use this equipment safely.
3. Ensuring that your vehicle is roadworthy and that you have the correct equipment on board is **your** responsibility. **Check your vehicle thoroughly before commencing transport.** *(The Council's Transport Manager will be happy to advise you on what are the main areas you should be inspecting.)*
4. Both driver and Passenger Assistant need to be fully conversant with any mechanical or emergency devices, on the vehicle, which assist access and exit.
5. Ensure that all passengers are properly seated and secure before continuing with transport.
6. Do **not** permit passengers to travel in the front seat of a vehicle unless specifically directed to do so by the WF Transport Manager.
7. You and your Passenger Assistant (if provided) are responsible for the safety and wellbeing of the passengers, whilst they are on the vehicle. Therefore, if you are not certain that a passenger can be safely transported, then do not transport the

- individual, contact your office immediately. Transport provision will not be made until such a time that your manager can investigate the matter and ensure safe transport provision.
8. Ensure that you (and your Passenger Assistant) are aware of the procedures to be taken in the event of an emergency, for example if a parent has failed to arrive at the end of the student's journey, a vehicle breakdown/ accident or if a student is unwell.
 9. If it has been specified that a Passenger Assistant is required on your vehicle, you will **not** operate your contract in the absence of a Passenger Assistant, unless special dispensation has been given by the SEN Service/WF Transport Manager.
 10. You and your Passenger Assistant are required to be aware of the names of the individuals you have on board at any one time and any special requirements they may have, all information on a student is passed to the Contractor, therefore they should give you this information to ensure you have the appropriate knowledge before transporting passengers. *(A useful way of ensuring that you have this information is by having a pre-printed list that you mark off as you pick up and drop off the pupils. Keeping a record of the times will also be useful.)*
 11. Remember that a passenger with special needs is not necessarily helpless and also that some passengers understand more than they appear to. Never patronise or talk down to any passenger.
 12. It is not appropriate for you or your Passenger Assistant to physically reprimand any passenger. London Borough of Waltham Forest take such acts very seriously and as such incidents may be referred to the Child Protection Unit and/or the Police.
 13. If you witness your Passenger Assistant, another Driver and/or Passenger Assistant, member of staff or any other individual physically reprimanding any passenger on transport this should be reported immediately to your office and the SEN Service/WF Transport Manager. Failure to report such an incident may result in action being taken against you.
 14. Always return the passenger to the agreed alighting point. No changes can be made to the agreed route schedule without the approval of the SEN Service/WF Transport Manager. Failure to adhere to this could result in your removal from contracted transport.
 15. You are also **not** permitted to transport anyone (parents, teachers, pupils, friends, colleagues, etc.) who has not been authorised by the Transport Manager, whilst operating your Waltham Forest Borough Council Contract.

16. Please ensure that you and your Passenger Assistants do not smoke during transport. (For the purposes of this paragraph “during transport” refers to commencement of the journey to collect the first passenger until all passengers have been handed over to the establishment and the vehicle has left the establishment and from the commencement of the journey to the establishment to collect passengers until the last passenger has been dropped off).
17. You are required to co-operate with Waltham Forest Borough Council’s Officers/Inspectors should they wish to inspect or board your vehicle. If required you will report with your vehicle to the location designated by the Officer for a more comprehensive inspection. (Your office will be notified.)
18. Your vehicle is required to transport either a C/B Radio or mobile telephone, so that you have contact in case of an emergency. (In some cases these may need to be switched off except in emergencies, should this be the case your contractor will be made aware that mobile phones must be switched off during transport.)
19. If you feel it is too dangerous to drive due to severe weather conditions you must inform your offices immediately.
20. Always treat any messages passed to you from Establishment staff or a parent/guardian/carer as confidential.

Passenger Assistants Responsibilities

1. After you have received your Identification badge, always wear it at work when carrying out your duties.
2. Remember that some of the pupils you are carrying will have special needs, which are often individual. It is important to remember that their welfare and safety are of paramount importance.
3. Where special harnesses and wheelchairs, or other specialist equipment is fitted to the vehicle you are assigned to, it is your responsibility to make sure you understand how to use this equipment safely.
4. Both driver and Passenger Assistant need to be fully conversant with any mechanical or emergency devices, on the vehicle, which assist access and exit.
5. Ensure that all pupils are properly seated and secure before continuing with transport and that they remain seated throughout the journey.
6. Do not permit pupils to travel in the front seat of a vehicle unless specifically directed to do so by the SEN Service/WF Transport Manager.
7. Do not sit a student on your lap for the journey.

8. You are primarily responsible for the safety and wellbeing of the children/young people, whilst they are on the vehicle. Therefore, if you are not certain that a pupil can be safely transported, then do not transport the individual, contact your office immediately. Transport provision will not be made until such a time that the your manager can investigate the matter and ensure safe transport provision.
9. Ensure that you (and your driver) are aware of the procedures to be taken in the event of an emergency, for example if a parent has failed to arrive at the end of the student's journey, a vehicle breakdown/ accident or if a student is unwell.
10. You and your driver are required to be aware of the names of the all individuals you have on board at any one time and any special requirements they may have. *(A useful way of ensuring that you have this information is by having a preprinted list that you mark off as you pick up and drop off the pupils. Keeping a record of the times will also be useful.)*
11. Remember that a student with special needs is not necessarily helpless and also that some pupils understand more than they appear to. Never patronise or talk down to pupils.
12. Always return the student to the agreed alighting point. No changes can be made to the agreed route schedule without the approval of the SEN Service/WF Transport Manager.
13. You are also not permitted to transport anyone (parents, teachers, pupils, friends, colleagues, etc.) who has not been authorised by the SEN Service/WF Transport Manager, whilst operating under this Contract.
14. It is not appropriate for you or your driver to physically reprimand any passenger. The London Borough of Waltham Forest take such acts very seriously and as such incidents may be referred to the Child Protection Unit and/or the Police.
15. If you witness your Driver, another Driver and/or Passenger Assistant, Member of staff or any other individual physically reprimanding any passenger on transport this should be reported immediately to the SEN Service/WF Transport Manager. Failure to report such an incident may result in action being taken against you.
16. Please ensure that you and your Driver do not smoke during transport. (For the purposes of this paragraph "during transport" refers to commencement of the journey to collect the first passenger until all passengers have been handed over to the establishment and the vehicle has left the establishment and from the commencement of the journey to the establishment to collect passengers until the last passenger has been dropped off).
17. You are required to co-operate with London Borough of Waltham Forest Officers/Inspectors should they wish to inspect or board your vehicle.

18. You are **not** permitted to leave pupils unattended on a vehicle. Should you be directed, by the Transport Manager to leave the vehicle to collect/drop off a student, you must ensure that the driver has received Passenger Assistant training and that he/she remains on the vehicle.
19. Ensure that the pupils take all their belongings when alighting the vehicle.
20. Pupils are **not** permitted to eat or drink whilst on transport, apart from exceptional circumstances, and in these instances you will be notified by the SEN Service/WF Transport Manager.
21. If a student requires any medication to be transported with them, it should be handed to you for the course of the journey and then passed to a member of the Establishment staff (am), or back to the parent (pm).
22. Always treat any messages passed to you from Establishment staff or a parent/guardian/carer as confidential.
23. If a passenger is usually met from the vehicle by an adult, make sure that the appropriate person is there before you allow the student to disembark. The passengers should have a designated person who collects them on a regular basis, you are not permitted to hand the passenger over to any other party without prior formal notice from the SEN Service/WF Transport Manager.
24. If possible, build up a good relationship with the passengers parents/carers. You are a vital link between home and the Establishment.
25. Some parents/carers can be upset and may be argumentative. **Never** argue with a parent/carer especially in front of the passengers, as this can be a frightening experience for any individual. You should refer them to the SEN Service or Contract Manager.
26. Your vehicle is required to transport either a C/B Radio or mobile telephone, so that you have contact in case of an emergency. (In some cases these may need to be switched off except in emergencies.)
27. You are **not** permitted to carry pupils on or off the vehicle. If a passenger can only board a vehicle with support assistance only, you must contact your manager so that we may organise a more appropriate vehicle.
28. It is the responsibility of the Passenger Assistant to ensure they are aware of, and adhere to, the hand-over procedures when arriving at an Establishment. Please discuss the arrangements with the staff, if you are unsure of this procedure.

29. Report any instances of misbehaviour to the Establishment staff and the SEN Service/WF Transport Manager.
30. Occasionally, passengers are travel sick or incontinent on the journey. Passenger Assistants should be prepared for this and deal with it, without fuss or undue embarrassment to the individual. Gloves, wipes and tissues are provided on the vehicle.
31. Do not report for work if you are unwell. Many passengers are quite frail and prone to illnesses, such as chest infections. Make sure your employer is aware, so that they may arrange appropriate cover.
32. If you are due to collect a passenger and they do not arrive, inform your office immediately.
33. If you are delayed for any reason going to or from Establishments, let your office know, so that they may inform the SEN Service/WF Transport Manager. Your contractor will contact parents and your office will contact the Establishment.

Transportation of Wheelchairs

1. Passengers who require wheelchairs should only be transported on wheelchair accessible vehicles. Under no circumstances should an individual be lifted out of a wheelchair outside the vehicle, and then carried onto it.
2. If an individual's wheelchair is unsuitable for transport and the individual therefore requires transferring to a more appropriate seat once on board the vehicle, then, once they have been safely transferred to their seat, the wheelchair should be safely stored and properly secured before transport commences.
3. Whether the wheelchair is loaded via ramps or via a tail-lift mechanism, the driver/Passenger Assistant must ensure that they load the wheelchair in accordance with the guidelines laid out for that specific piece of equipment.
4. When loading or unloading an electric wheelchair via a tail-lift mechanism, the driver/Passenger Assistant must ensure that the wheelchair's power source has been isolated and that the drive has been disconnected. If this is not possible, due to the make/model of the wheelchair, the driver/Passenger Assistant should contact the SEN Service/WF Transport Manager, in order that alternative transport arrangements can be made.
5. Once on board the vehicle, the driver/Passenger Assistant must ensure that the wheelchair is properly secured using the necessary straps, webbing or clamps that are appropriate for the type of wheelchair that is being transported, and by applying the wheelchair's brakes.

6. The driver/Passenger Assistant must also ensure that the individual is secured, separately to the wheelchair, using inertia belts or harnesses as appropriate for the individual's needs.
7. Should you be unsure of what the necessary requirements are for a particular individual, contact the WF Transport Manager immediately for guidance.