

Guide for new transport operators contracting with ECC

Contents:

- ECC Website
 - Key Transport Teams & Responsibilities
 - The Tender Process
 - Passenger Assistants
 - DBS Checks
 - How we monitor performance
 - Contract Mobilisation
 - Invoicing
 - Local Bus contracts
 - Useful tips
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ECC Website:

You may find it useful to read through the information pages on the Essex County Council website relating to transport services. However, if you are unable to find an answer to your question please contact the relevant team as detailed below.

<http://www.essex.gov.uk/Business-Partners/Supplying-Council/TransportServices/Pages/Default.aspx>

Key Transport Teams & Responsibilities

➤ **Adult Social Care & Education Transport and Awards:**

Educationawards@essex.gov.uk

Responsibilities include overseeing the development of Home to School & adult social care transport policy and to assess transport applications and then pass to Passenger Transport to arrange transport. Queries regarding entitlement would be dealt with by the Adult Social Care & Education Transport & Awards Team.

➤ **Passenger Transport Team:**

Passenger.Transport@essex.gov.uk

Passenger Transport is responsible for routing entitled passengers to contracts where they exist. If no routes exist they will liaise with Category Management to put out a new requirement for transport via DPS. 'PT' deals with day to day operational issues including invoice queries. They also support the local Bus network by working with Operators to ensure Essex have a comprehensive bus network.

➤ **Procurement Team**

Commercial.team@essex.gov.uk; PTContract.Management@essex.gov.uk

Responsibilities include sourcing and award of contracts where new transport is required throughout the year. Category Team also undertake Annual Tender Rounds for Local Bus, Home to School and Adult Social Care contracts. They work closely with the PT team to obtain accurate Specification documents.

Also responsible for the Non-operational strategic management of contracts. This will include reviewing Key Performance Indicators (KPI), reviewing audit results, manage risk, and renegotiate price where contract extensions are requested.

➤ **Student Behaviour Team:** schooltravel.behaviour@essex.gov.uk

For any issues regarding student behaviour, please firstly try to resolve the issue with the school. If issues persist please contact ECC on the above email address.

The Tendering Process

All tenders are submitted via the Proactis / DPS system. If you have any queries with this system please contact their helpdesk: <http://proactis.kayako.com/default>

The Main Home to School and Adult Social Care tender round will generally follow the timescales outline below.

- **February** - ECC will send notifications of Renewals, Cancellations, Negotiations & New Tenders.
 - **March** - Tenders generally issued during March.
 - **June** – Aim to award contracts.
 - **August** – Contracts begin for Adult Social Care transport.
 - **September** – Contracts begin for Home to school transport.
- Local Bus Tender round will generally follow the timescales outline below.
 - **December** - ECC will send notifications of Renewals, Cancellations, Negotiations & New Tenders.
 - **March** - Tenders generally to be issued during February/March.
 - **May** - Aim to Award Contracts in May.
 - **September** - Aim to Start Contracts in 1st September

There will be Ad hoc tenders outside of the main tender round for all types of work, for each tender you will receive an email notification to access the DPS system to bid for each requirement.

There will be some key considerations that will need to be taken by each transport operator before bidding for contracts with Essex County Council, as detailed below.

Key Considerations before bidding for work – Passenger Assistants

- **Does the contract have a Passenger Assistant requirement?**

First of all, you must consider if you have any Passenger Assistants available that have been authorised by ECC.

If no, how quickly will you be able to put them through the **compulsory training**?

The Training must include:-

- 1) Passenger assistant awareness.

- 1) Satisfactory completion of First aid to include child and adult life saving skills with a certified trainer
- 2) Emergency evacuation and wheelchair /tail lift training where appropriate.
- 3) Wheelchair / Tail lift training if applicable.

Please remember to have training completed in sufficient time before the commencement of the contract.

When training is complete and DBS obtained, please notify ECC by completing the following form(s) and returning it to: Passenger.transport@essex.gov.uk



PA Form 1 - DBS Declaration.pdf
Operators Declaration

This will then allow ECC to authorise the production of a badge that allows the member of staff to start working on ECC contracts.

Passenger Assistant's cannot undertake any work on ECC contracts until this authorisation has been given.

• Key Considerations before bidding for work – DBS Checks

• DBS checks for PAs.

Passenger Assistants must have a DBS check through ECC or in accordance with ECC Terms and Conditions. The Operator must complete the attached form and send to ECC and await authorisation to print a badge for the PA.



DBS Declaration.pdf

• DBS checks for drivers.

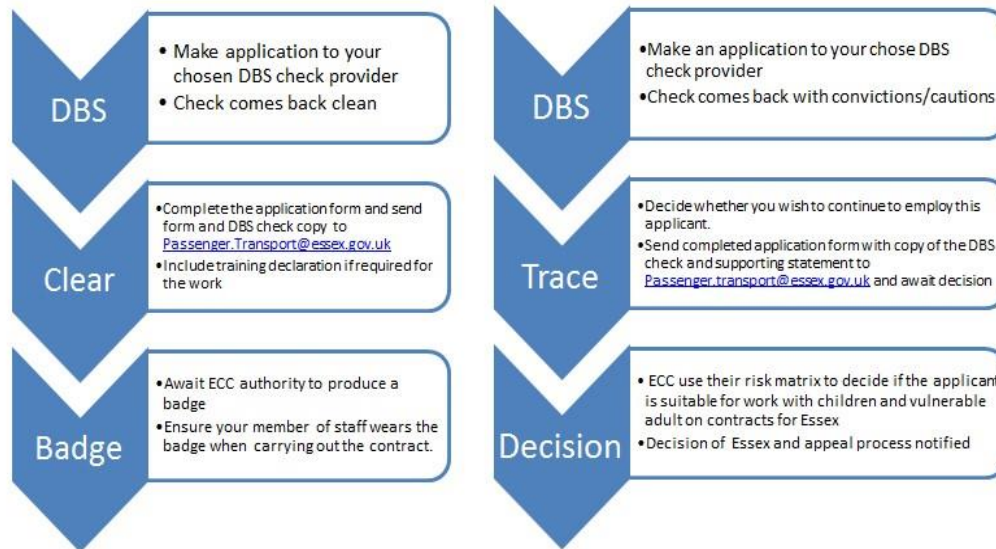
Where a driver is undertaking regulated activity they will require a DBS check. For Hackney Carriage and Private Hire drivers the DBS is undertaken by the licensing authority as part of their licence application process.

- **To obtain a DBS check**, please use the gov website:
<https://www.gov.uk/disclosure-barring-service-check/overview>

Where DBS checks are undertaken – There are two processes to follow, whether it is “Clear” or has a “Trace”. The process to follow for obtaining authorisation is detailed below:

Process for application for authority to produce a badge to work on Essex County Council transport contracts after completing a safe recruitment process and when a decision has been taken to employ this new member of staff in a position that constitutes regulated activity.

Process for checking DVLA regarding the condition of driver licences to be changed/agreed by Essex



- It is strongly advised that all DBS results should be sent password protected and to say **Badge application** in the subject heading.
- Essex decision does not affect your employment of the applicant only on their suitability to be on Essex County Council transport contracts.
- The above process also holds for members of staff who have a DBS check or training that is over 3 years old.

How we monitor performance

Under the Terms and Conditions of the Supplier Agreement (PP 206-209), there is a requirement on operators to report their results against certain criteria on either a monthly or quarterly basis, depending on the KPI. These KPIs focus on what matters most to our customers:

1. **Operator complaints**
2. **Compliments**
3. **ECC complaints**
4. **Punctuality, Local Bus**
5. **Punctuality, Home to School**
6. **Reliability**
7. **Customer satisfaction**

We use KPIs to monitor performance and ensure delivery of services in accordance with the contract and specification; to drive service improvement; to look for

continuous improvement with performing suppliers; to compare operator performance between suppliers and over time; and to target our resources to those causing more concern. We want to work with you to ensure excellent service delivery for our customers.

Please refer to Annex 14 – PERFORMANCE STANDARDS at the end of the Supplier Agreement (PP 206-209) for details about the requirements for each KPI. The 'KPI operator report' spreadsheet is to be used by each operator to report their results. The latest version covering period Sept 17 to Aug 18 can be downloaded from the Operator Guidance page of Essex County Council's website. Data is entered into the 2017/18 rows: [KPI operator report](#) Please refer to the 'Guidance' tab on the spreadsheet for details about how to populate it.

Contract Mobilisation

Things to remember

- **Customer Service**
 - Meet and greet with families and schools / centres.
 - Relationship with school, centre, parents, service users.
 - Training and awareness. Make sure you employ a correctly trained PA for the contract.
- **Day to Day**
 - Make sure timetable is achievable. School / Centre opening times and closures.
 - Drop off and pick up points.
 - Road works – refer to <https://roadworks.org/>

Invoicing

- The Finance and Strategy Team pays invoices.
 - Invoices are paid directly into the nominated bank account through the Bank Automated Clearing System (BACS). The aim is to pay invoices within 30 days from the date of a correct and valid invoice, provided it is received within 2-3 days of the date / tax point on the invoice. The timeframe will be affected by holiday periods such as Christmas and by weekends.
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- Each contract should be invoiced separately.
- Please ensure that invoices are correct or this may cause delay in payment.
- If you have any invoice queries please contact passenger.transport@essex.gov.uk

Local Bus Contracts

The main differences between local bus contracts & home to school contracts are the following:

- Type of vehicle – low floor buses with younger age limit
- Electronic Ticket machines
- Different type of contracts: (Net subsidy, gross cost and De-Minimis contracts)
- Variations to timetables at tender stage

There is also, **Demand Responsive Transport**. This is using smaller vehicles in rural areas where passenger's pre book their journeys. ECC likely to develop this form of transport

- If you are interested in providing local bus services please email passenger.transport@essex.gov.uk to discuss this option, before submitting a bid.

Other

- **Where to get more info:**
 - **Passenger Transport Website** - <https://www.essex.gov.uk/BusinessPartners/Supplying-Council/Transport-Services/Operators/Pages/Guidance-and-FAQs.aspx>
 - **Bulletin** – A passenger transport bulletin will be sent out whenever there is a communication to cascaded to operators.
 - **Operator day** – Approximately every six months there will be an 'operator's day' at county hall in Chelmsford. This is an opportunity to meet and discuss current issues and share updates.

- **Please remember to keep us informed:**
 - If your contact information changes, bank details etc.
 - Any changes in transport e.g. users no longer travelling, changes of address etc. as this may affect the entitlement.