

## **Description of Lots**

Details of the 7 Individual Lots which form part of the Dynamic Purchasing System (DPS) are as follows:

### **Lot 1 Transport for Social Services Passengers including Children Excluded from Mainstream Education.**

There are 3 elements to this lot:

#### **Transport for vulnerable adults attending day centres, care homes and horticultural units, the main features of which are:**

1. Adults ranging from 18 years upwards to pensionable age
2. Often necessitating the deployment of a passenger assistant who, along with the driver, will be required to attend any training programme specified by the Council.
3. Proven track record of taxi operator for reliability and sensitivity is essential.
4. Passengers have a variety of needs including dementia, epilepsy.
5. Passengers are often physically frail and have mobility problems and therefore require assistance between their home residence/day centre and the contracted vehicle.
6. Passengers often require wheelchair accessible vehicles. Journeys are typically to Day Centres & Horticultural Units
7. Arrival times at these units are generally between 0900hrs-0930hrs and departure times are generally from 1530hrs to 1600hrs.
8. Journeys are usually to establishments within Northumberland but can involve journeys to out of county units such as Percy Hedley in North Tyneside.

#### **Transport for vulnerable children attending children's homes, sure start centres etc., the main features of which are:**

1. Children range in age from birth to 18 years.
2. May require passenger assistants, even if a child is attending a mainstream school.
3. Children are vulnerable, for example, they are often from abusive backgrounds & may themselves display challenging behaviours.
4. Journeys are often required at short notice and at irregular times, for example at weekends and/or night time depending on the nature of the situation.

5. Proven track record of taxi operator for reliability and sensitivity is essential.
6. Transport can be to a vast range of locations, mainly within but sometimes beyond the border of Northumberland to schools, social care offices, soft play areas for family contacts, children's homes, refuges, sure start centres, train/bus stations, special social care events; it can also involve educational visits to museums, youth groups, cadets, hospital appointments.
7. Occasionally taxi may need to be met by police at an address - for example removing children from a reluctant parent.
8. Highly confidential nature, often 'protected placements' where a parent may not even be allowed to know where their child is living.
9. Strict guidelines need to be adhered to with regards answering phone calls about a given child and any disclosures made to contract personnel by children in the vehicle need to be followed up using the correct reporting procedures to County Hall.
10. Transport arrangements often need to be terminated at short notice.

**Transport for children excluded from mainstream education, the main features of which are:**

1. Educated Other Than At School (EOTAS) transport is arranged for children of statutory school age who are about to be excluded from school or have been subjected to either temporary or permanent exclusion.
2. It can be organised so they can access short-term educational programmes which are often organised to help re-integrate them back into mainstream education.
3. Transport is organised for children from 5yrs to 16 years of age,
4. Requests for transport are often made with very short notice, i.e. the next working day.
5. Journeys can be made to allow children to access an alternative timetable for part of their school week.
6. Children are often from difficult backgrounds and as such they can display challenging behaviours.
7. Some children are vulnerable, they have medical needs or mental health difficulties and may disclose information in the vehicle which must be reported in a confidential manner to County Hall.

8. Journeys are often required outside regular school hours, may only operate as little as one day a week and are often required to be cancelled at short notice.
9. Transport arrangements will often involve a mix of students in vehicles, however care is taken to control loadings (often maximum of 6 students together) due to the behavioural issues that can occur.

## **Lot 2 Transport for Children attending Mainstream Schools/Further Education Colleges**

### **There are 2 elements to this lot:**

#### **Transport for children attending mainstream schools, the main features of which are:**

1. Transport is provided for children from 4 to 16 years of age
2. Arrival times at mainstream schools are usually around 0900hrs and departure times around 1530hrs.
3. The vast majority of journeys are within Northumberland though there are exceptions whereby journeys are arranged for schools beyond its borders.
4. Vehicles required will range from 4 seater saloon cars to full size coaches
5. Sometimes journeys required will be in the form of “feeder transport” whereby a smaller vehicle will be arranged to transport children living in outer-lying areas into a central hub whereby they transfer onto a bigger vehicle.
6. Transport arrangements that are put in place are generally of a long-term nature – up to 5 years.
7. Journeys are sometimes required for children on medical grounds for a temporary period of time e.g. for a child who breaks a leg
8. Usually children are issued with travel passes and the driver must check travel passes of children to ensure they are all boarding the correct vehicle
9. Typically, the transport arrangements that are put in place operate as closed call-off contracts.

#### **Transport for students accessing Post-16 Education at sixth form or further education college, the main features of which are:**

1. Transport is arranged for students in years 12 & 13 only i.e. for students between the ages of 16-19 years of age.
2. Journeys are arranged for students who attend high school sixth forms and a number of further education colleges

3. Journeys are mainly within Northumberland but a significant number involve cross-border transport to out of county establishments
4. A variety of vehicles are required ranging from 4 seater saloons to full size buses
5. Sometimes journeys required will be in the form of “feeder transport” whereby a smaller vehicle will be arranged to transport children living in outer-lying areas into a central hub whereby they transfer onto a bigger vehicle.
6. Journey times are typically at the start and end of the school/college day i.e. arrival times of approximately 9am and departure times approximately 1530hrs – variations do occur depending on the establishment.
7. Travel passes are issued to students and they should be checked by drivers to ensure they are boarding the correct vehicles.
8. Transport is arranged for students with special educational needs and disabilities – please refer to Lot 3 below for specific features
9. Typically, the transport arrangements that are put in place operate as closed call-off contracts.

**Lot 3 Transport for Children attending Special Schools/Colleges, the main features of which are:**

1. Transport is arranged for children who range in age from 4 years to 18yrs.
2. Transport is organised for children who have a range of special needs ranging from moderate to severe learning difficulties, behavioural & emotional difficulties.
3. Deployment of a passenger transport assistant is required for the vast majority of children
4. Depending on the particular needs of the child, attendance on various training courses as specified by the Council will be required for all passenger assistants and drivers deployed on such routes. Such training will be either funded by the Council or the operator.
5. A good proportion of the children are on the autistic spectrum disorder and as such respond poorly to change, therefore a consistent deployment of the same contract personnel is essential.
6. Journeys are required to get children to school for approximately 0900hrs and from school to home at approximately 1530hrs.
7. Journeys are typically to schools within Northumberland, however a significant number of journeys are organised for children so they can attend schools beyond Northumberland – this is dependent upon the needs of the child.

8. Journeys are usually Monday to Friday only but there are exceptions which arise from a child's needs e.g. some children are provided with a residential placement and therefore only require transport at the start and end of a week or even school term.
9. Occasionally wheelchair accessible vehicles are required for children in wheelchairs
10. Occasionally specialist training for passenger transport assistants is required such as anaphylactic training (for children with allergies) or seizure management training (for children with epilepsy).

**Lot 4 Provision of Local Bus Services, the main of which are:**

1. The Council has the power to review changes to local bus services and to consider whether gaps in services should be met by subsidising additional services beyond what the commercial network provides.
2. Such supported services may range from diverting or extending individual journeys to supporting a full route and timetable.
3. Vehicles must meet all accessibility legislation.
4. Vehicles must also meet requirements to display destination information and be fitted with an electronic ticket machine where appropriate.
5. Minimum seating capacity will usually range from 16 seats to 45 seats.
6. Operators will be required to participate in marketing and ticketing promotions and also participate in the English National Concession Travel Scheme (ENCTS) and other concession travel passes as required for the service.
7. Data for reimbursement will be supplied electronically via HOPS unless the claim value is under £400.
8. Operators are required to pay any bus station departure costs arising from the service.
9. In certain circumstances, the Council is prepared to accept tenders from community transport operators proposing to run services under Section 19 or Section 22 permits.

**Lot 5 Provision of Demand Responsive Services, the main features of which are:**

1. Where demand for a conventional bus service is limited the Council may consider it justifiable to fund what it considers socially necessary services

through a Dial a Ride service, Taxibus/Taxishare service or other community transport type solution - the specific characteristics of each are outlined further below

2. Community transport operators will operate with either S19 or S22 licensed minibus permit vehicles and comply with the appropriate permit and accessibility legislation
3. In Northumberland a S19 minibus (up to 16 passenger seats) permit is used by community transport operators to provide.
  - a) Section 19 permit vehicles cannot be used to carry any member of the general public and must operate a booking system for registered users.
  - b) Vehicles operating under a Section 22 permit are issued to organisations concerned for the social and welfare needs of one or more communities who operate vehicles without a view to profit to provide a community bus service.
  - c) Unlike section 19 permit vehicles, community bus services are 'local bus services' and can carry the general public. Vehicles adapted to carry nine or more passengers (excluding the driver) may be used under a community bus permit.
4. Dial a Ride services are operated by community transport operators for the benefit of passengers, all of whom register as members with the transport provider by payment of an annual fee. The passenger then books their journey with the community transport operator confirming when they intend to travel. Dial a Ride journeys will typically serve a pre-defined geographical area (e.g. a rural area ill-served by local bus services) to a specific destination.
5. In some cases the journeys made may be on an ad-hoc basis (e.g. elderly registered passengers travelling to a luncheon club organised by Age UK) or it may be a regular timetabled service to enable members who have mobility problems to go shopping by accessing a community bus which picks-up at boarding points located away from conventional bus stops to avoid any perceived competition with commercial bus services.
6. A Taxibus service is a regular bus service (it runs along a fixed route to a timetable, with passengers boarding/alighting at designated stopping places & paying separate fares) but operated by a licenced Hackney Carriage or Private Hire operator using a taxi or private hire vehicle. The taxi/Private Hire Operator will need to apply for a Restricted PCV licence, which is required to operate the service. The service must always run as advertised regardless of whether anyone wishes to travel, as it is registered with the Traffic Commissioner.

7. A Taxishare service also runs to a timetable like a bus but not necessarily a specified route and is operated using a taxi. Passengers must first register to use the service. Once they have done that they must then book a seat for a specific journey time when they want to travel on the taxishare. Passengers pay a fixed fare. On those occasions when no-one has booked to travel, the service does not operate.
8. For Community transport operators the Council will reimburse S 22 licensed vehicles for the English National Concessionary Travel Scheme (ENCTS).
9. Concessionary passes are accepted subject to evidence of passes accepted
10. Taxi / private hire or hackney carriage licenced vehicles operating vehicles less than 16 seats or smaller vehicles up to 8 seats and meet appropriate accessibility legislation and the requirements of electronic ticket machine where appropriate.
11. Taxi/private hire demand responsive services claiming ENCTS concessionary passes operators will be required to provide evidence of passes accepted.

**Lot 6 Provision of NHS Transport Northumbria and North Tyneside, the main features of which are:**

Northumbria Healthcare NHS Foundation Trust (the 'Trust') is geographically one of the largest Trusts in the country and one of the largest healthcare employers in the North East, with over 8,000 staff working in 11 hospitals throughout Northumberland and North Tyneside.

The Trust serves a population of half a million people. The Trust manages three general hospitals in North Tyneside, Wansbeck and Hexham, one Emergency Care Hospital at Cramlington and seven community hospitals situated in Berwick, Alnwick, Haltwhistle, Rothbury, Blyth, Morpeth and Wallsend. The Trust also runs community based services across North Tyneside and Northumberland.

The vast majority of journeys are within Northumberland and North Tyneside, though there are exceptions whereby journeys are arranged beyond its borders which will be required on an ad-hoc basis; requests for transport are often made with very short notice.

1. The Trust requires a call-off contract for the provision of taxi, private hire services and occasionally mini buses.
2. The Trust requires a taxi service for the conveyance of all levels of staff as and when required to or from either their place of residence to the Trusts'

premises or from one Hospital site to another as well as journeys to or from non-health authority/trust premises which will be required on an ad-hoc basis; requests for transport are often made with very short notice as well as those planned in advance.

3. The Trust requires a taxi service for the conveyance of patients to or from the Trusts' premises to their place of residence, or from one hospital site to another as and when required which will be required on an ad-hoc basis; requests for transport are often made with very short notice as well as those planned in advance.
4. The Trust requires a taxi service for the conveyance of some light goods to and from one Hospital site to another both on a routine basis and as and when required. Light goods will include documents and medical/pathological specimens, which have a limited life and must be conveyed in special containers provided by the Trust as well as small pieces of equipment, packages and parcels which will be required on an ad-hoc basis as well as those planned in advance.
5. The taxi requirement will be provided on a 24 hour service daily, including Saturday, Sundays and Bank Holidays, the service provided must be promptly executed. Taxis must be available day and night.
6. Taxis are booked for essential Trust business only, and some bookings will involve work which is essential to the well-being and lives of patients. Consequently, taxis must not be redirected by the operator for any reason whatsoever, unless agreed in advance with the Trusts' Authorised Officers.
7. The Trust operates a "No Smoking" Policy. Drivers must not smoke or will have smoked whilst on Trust business. For removal of doubt this covers both the driver and passenger.
8. The operator must ensure that at all times the drivers are of clean and tidy appearance and that a dress code will be adhered to at all times. It is the operator's responsibility to advise and inform the drivers of the dress code required at all times when undertaking the Contractual activities.
9. The Trust requires that no animals are transported in any of the vehicles required for use on Trust business.
10. Drivers must not eat, drink alcohol or smell of alcohol or be under the influence of drugs whilst on Trust business.



11. Wherever possible, the operator shall ensure that journeys from the same site are combined so that the Trust shall be liable for one journey only. Invoices to detail both job reference numbers.
12. If a person or items are being transported, the journey must be direct and only diverted if agreed with the Trusts Authorised Officers.
13. When picking up goods or specimens, on arrival at the pickup/drop off point, the operator is expected where necessary to leave the vehicle to collect/deliver specified items or personnel.
  - a) Any item required to be delivered to a named individual or delivery point must be left with the individual or at the delivery point. If, for any reason, a delivery cannot be affected, all the associated paperwork or goods must be returned to the originator on the same day or as soon as practically possible.
  - b) When the operator is delivering packages containing patient identifiable information they will be requested to sign a log on receipt of the package and will be required to ensure a signature of a person receiving the package, the signature will be provided to the member of staff sending the package, this can be hand delivered or faxed.
  - c) No package must be left in vehicles without the driver being present. If the driver has a need to leave the vehicle whilst transporting a package, the package must be placed into the boot and the vehicle locked.
  - d) If a package is not delivered it must be returned to the sender, if they are not available then it must be returned to the main reception.
  - e) No package should be left in a vehicle overnight. It must be returned to the Trust.
  - f) If an alleged incident occurs regarding the secure transportation of a package the operator will co-operate in any subsequent investigation and will take the necessary disciplinary action as guided by the Trust
14. When a vehicle is requested to collect a passenger or light goods from an unfamiliar area, it is the operator's responsibility to ensure that the driver has adequate information regarding the location before the journey takes place. Any additional costs for this journey will not be met by the Trust.
15. The operator must have vehicles available to transport wheelchair users. If the wheelchair user is able to transfer to the vehicle seat their chair must be stored securely along with any accessories. For users who are unable to transfer out of their chair, the vehicle must have suitable access, i.e. ramps and appropriate door size. The vehicle must also be fitted with appropriate wheelchair tie-down and occupant restraint systems (WTORS) as well as

passenger safety belts. Manufacturers of WTORS give written instructions on how to use their equipment. This advice must be followed at all times.

16. Drivers employed to carry out the call-off contract shall have due regard to the safety of their passengers and at all times shall moderate their driving so as not to cause passengers unnecessary distress by travelling at excessive speeds or taking undue risks.
17. Drivers of vehicles undertaking journeys in connection with the call-off contract must not pick up or put down passengers, including patients, at other than the collection and destination points specified by the Authorised Officer.
18. Operators are reminded of the absolute necessity for maintaining in strict confidence any information or knowledge which may come into their possession relating to the NHS, any of its staff and/or patients under this call-off contract. It is the operator's responsibility to ensure that their employees who may be engaged on any part of the call-off contract are fully informed and aware of this.

**Lot 7 Provision of NHS Transport North Cumbria, the main features of which are:**

The Trust provides acute hospital services across North Cumbria. The main hospitals are the Cumberland Infirmary in Carlisle and West Cumberland Hospital in Whitehaven. All the main specialties are available on both sites. The Trust also offers outpatient and maternity services at other community locations, including Brampton, Haltwhistle, Alston, Penrith, Kirkby Stephen, Wigton, Keswick, Cockermouth, Maryport, Workington and Millom. The Trust serves a population of 340,000 and employs approximately 4000 staff.

1. The vast majority of journeys are within North and West Cumbria, though there are exceptions whereby journeys are arranged beyond its borders which will be required on an ad-hoc basis; requests for transport are often made with very short notice.
2. The Trust requires a call-off contract for the provision of taxi, private hire services and occasionally mini buses.
3. The Trust requires a taxi service for the conveyance of all levels of staff as and when required to or from either their place of residence to the Trusts' premises or from one Hospital site to another as well as journeys to or from non-health authority/trust premises which will be required on an ad-hoc basis; requests for transport are often made with very short notice as well as those planned in advance.

4. The Trust requires a taxi service for the conveyance of patients to or from the Trusts' premises to their place of residence, or from one hospital site to another as and when required which will be required on an ad- hoc basis; requests for transport are often made with very short notice as well as those planned in advance.
5. The Trust requires a taxi service for the conveyance of some light goods to and from one Hospital site to another both on a routine basis and as and when required. Light goods will include documents and medical/pathological specimens, which have a limited life and must be conveyed in special containers provided by the Trust as well as small pieces of equipment, packages and parcels which will be required on an ad-hoc basis as well as those planned in advance.
6. The taxi requirement will be provided on a 24 hour service daily, including Saturday, Sundays and Bank Holidays, the service provided must be promptly executed. Taxis must be available day and night.
7. Taxis are booked for essential Trust business only, and some bookings will involve work which is essential to the well-being and lives of patients. Consequently, taxis must not be redirected by the operator for any reason whatsoever, unless agreed in advance with the Trusts' Authorised Officers.
8. The Trust operates a "No Smoking" Policy. Drivers must not smoke or will have smoked whilst on Trust business. For removal of doubt this covers both the driver and passenger.
9. The operator must ensure that at all times the drivers are of clean and tidy appearance and that a dress code will be adhered to at all times. It is the operator's responsibility to advise and inform the drivers of the dress code required at all times when undertaking their contractual activities.
10. The Trust requires that no animals are transported in any of the vehicles required for use on Trust business.
11. Drivers must not eat, drink alcohol or smell of alcohol or be under the influence of drugs whilst on Trust business.
12. Wherever possible, the operator shall ensure that journeys from the same site are combined so that the Trust shall be liable for one journey only. Invoices to detail both job reference numbers.

13. If a person or items are being transported, the journey must be direct and only diverted if agreed with the Trusts Authorised Officers.
14. When picking up goods or specimens, on arrival at the pickup/drop off point, the operator is expected where necessary to leave the vehicle to collect/deliver specified items or personnel.
  - a) Any item required to be delivered to a named individual or delivery point must be left with the individual or at the delivery point. If, for any reason, a delivery cannot be affected, all the associated paperwork or goods must be returned to the originator on the same day or as soon as practically possible.
  - b) When the operator is delivering packages containing patient identifiable information they will be requested to sign a log on receipt of the package and will be required to ensure a signature of a person receiving the package, the signature will be provided to the member of staff sending the package, this can be hand delivered or faxed.
  - c) No package must be left in vehicles without the driver being present. If the driver has a need to leave the vehicle whilst transporting a package, the package must be placed into the boot and the vehicle locked.
  - d) If a package is not delivered it must be returned to the sender, if they are not available then it must be returned to the main reception.
  - e) No package should be left in a vehicle overnight. It must be returned to the Trust.
  - f) If an alleged incident occurs regarding the secure transporting of a package the Contactor will co-operate in any subsequent investigation and will take the necessary disciplinary action if a case is proved, as guided by the Trust
15. When a vehicle is requested to collect a passenger or light goods from an unfamiliar area, it is the operator's responsibility to ensure that the driver has adequate information regarding the location before the journey takes place. Any additional costs for this journey will not be met by the Trust.
16. The operator must have vehicles available to transport wheelchair users. If the wheelchair user is able to transfer to the vehicle seat their chair must be stored securely along with any accessories. For users who are unable to transfer out of their chair, the vehicle must have suitable access, i.e. ramps and appropriate door size. The vehicle must also be fitted with appropriate wheelchair tie-down and occupant restraint systems (WTORS) as well as passenger safety belts. Manufacturers of WTORS give written instructions on how to use their equipment. This advice must be followed at all times.
17. Drivers employed to carry out the call-off contract shall have due regard to the safety of their passengers and at all times shall moderate their driving so as

not to cause passengers unnecessary distress by travelling at excessive speeds or taking undue risks.

18. Drivers of vehicles undertaking journeys in connection with the call-off contract must not pick up or put down passengers, including patients, at other than the collection and destination points specified by the Authorised Officer.
19. Operators are reminded of the absolute necessity for maintaining in strict confidence any information or knowledge which may come into their possession relating to the NHS, any of its staff and/or patients under this call-off contract. It is the operator's responsibility to ensure that their employees who may be engaged on any part of the call-off contract are fully informed and aware of this.