

Passenger Transport (Core Services)

1. ***Home to School Passenger Transport Provision for Special Educational Needs and Disabilities (SEND):***

- 1.1 The Council has a statutory duty to provide travel assistance to enable children to attend education. Applications for travel assistance are assessed by the Council's Education Entitlement Team and are provided as per the eligibility criteria set out in the Council's Special Educational Needs Travel Assistance Policy:

<http://www.southend.gov.uk/transportconsultationfeedback>.

- 1.2 This service is required to provide appropriate transportation for the safe conveyance of 385 Service Users with special educational needs and disabilities (where applicable), to their respective educational establishment, the majority of which are within the Borough of Southend-on-Sea, although there may be a requirement in the future to provide transport for service users to schools outside of the Borough of Southend-on-Sea. It should be noted that the number of service users is as stated at the time of publishing the tender and is now currently 367 service users but subject to change at the beginning of each academic year or if a service user needs changes.
- 1.3 The Council's Transport and Contracts team currently books the Service Users' transport requirements received from the Education Entitlement Team.
- 1.4 This service includes the requirement of wheelchair accessible mini-buses that will operate with pick-ups and drop-offs either at bus stops or door to door service.
- 1.5 This service is also required to provide special equipment, which ranges from car seats to harnesses, where required.

2. ***Children's Social Care – Passenger Transport Provision for Disabled Children's Respite Care and Supervised Contact Visits for Families***

- 2.1 The Council has a statutory duty to provide children's social care and provide supervised contact for families which are determined by decisions made by the family court of law. Part of this statutory duty includes providing travel assistance to respite care for disabled children and supervised contact visits for families. Applications for travel assistance are assessed by the Council's Children's Social Care Team and are provided as per the eligibility criteria set out in the Council's Travel Assistance Policy for Looked After Children and Young People:

<http://www.southend.gov.uk/transportconsultationfeedback>.

- 2.2 The Council's Transport and Contracts Team currently books the Service Users' transport requirements received from the Children Social Care Team and the team based at the Allan Cole Contact Centre as well as staff at the Allan Cole Contact Centre also booking transport needs. Whilst both the Council's Transport and Contracts Team and staff at the Allan Cole Centre currently book transport for the Supervised Contact visits, the partnership will be looking at how such bookings will be done in the integrated service.

- 2.3 As outlined above, the Children's Social Care passenger transport is divided into 'Respite Care' and 'Supervised Contact'.
- 2.4 This service is required to provide appropriate transportation for the safe conveyance of Service Users to their respective destination. Between 65-85 Service Users are being transported across the two services.
- 2.5 It must be noted that the number of Service Users being transported changes on a frequent basis. Transport to 'Respite Care' can occur on a regular or on an ad-hoc basis. The Council's policy specifies a minimum notice period of three working days for transport provision wherever possible. However there may be occasions where the notice for booking this service is less than the three working days. The majority of transport to respite is provided by taxis, unless the person requires a wheelchair accessible vehicle.
- 2.6 The service is required to provide 'Respite Care' passenger transport with pick-ups either after school or during school holidays and this service can vary from a return to and from the child's home or a one-way trip. These return trips could also be spread over a weekend or a couple of days.
- 2.7 The service is also required to provide passenger transport for 'Supervised Contact' with pick-up either after school or from the foster care home and sometimes at weekends. This service is to be provided by taxis, unless a wheelchair accessible vehicle is required. Trips may be a return or one-way trip. It must be noted that whilst this service is usually provided by a taxi, there may be occasions where this involves a number of siblings and the requirement of multiple car seats, so a minibus may be used on these occasions and these must be provided as part of the service.
- 2.8 The service for 'Supervised Contact' visits may be booked at short notice, but the Council's policy states that a minimum of three working days' notice should be provided wherever possible. The majority of contact visits take place at the Allan Cole Centre in Shoeburyness.
- 2.9 There may be occasions where this service is also required to provide a Passenger Assistant when this is requested by the Council.

3. *Adults Social Care - Adults with Learning Disabilities and Older Adults Passenger Transport*

- 3.1 The Council has a statutory duty to provide adult social care which includes travel assistance to enable adults to access day care facilities. Applications for travel assistance are assessed by the Council's Adult's Social Care Team and are provided as per the eligibility criteria set out in the Council's Adult Social Care Travel Assistance Policy:

<http://www.southend.gov.uk/transportconsultationfeedback>.

- 3.2 The Council's Transport and Contracts Team currently books the Service Users' transport requirements received from the Adult Social Care Team. This service is required to provide appropriate transportation for the safe conveyance of 127 Service Users with learning disabilities to their respective establishment. It should be noted that the number of service users is as stated at the time of publishing the tender and is subject to change.

3.3 This service includes the requirement of wheelchair accessible mini-buses that operate with pick-ups and drop-offs via a door-to-door service (Monday to Friday between 7.30am and 5.30pm all year round except during bank holidays and Christmas Day through to the New Year bank holiday period. In addition to the morning and afternoon trips to and from Project 49 and Viking (adult with learning disabilities day facilities), the service is required to provide a service during the day for passenger transport for day trips to activities and educational establishments.

3.3 This service also includes passenger transport to adult education sites – SEEVIC; Westcliff Centre; South Essex College; and Southend Adult Community College.

4. *Dial a Ride Passenger Transport*

4.1 The Council currently provides a community transport service for its residents who are unable to access conventional public transport services. Whilst other local authorities have made the decision to withdraw this service, the Council made the decision to keep this essential service for its residents. However, to ensure this service is financially viable it has reduced the hours of operation from 1st April 2018 but introduced a policy to enable other residents to have better access to it.

4.2 Applications for travel assistance are currently assessed by the Council's Transport and Contracts Team and are provided as per the eligibility criteria set out in the Council's Dial-a-Ride Policy:

<http://www.southend.gov.uk/transportconsultationfeedback>.

The Council's Transport and Contracts Team currently books the transport requirements based on the assessments carried out by this team.

4.3 This service is required to provide appropriate transportation for the safe conveyance of 61 Service Users to their respective destination. This service is aimed to provide passenger transport for essential facilities and services for Southend residents who are unable to access conventional public transport services and includes the requirement of wheelchair accessible mini-buses that operate with pick-ups and drop-offs via a door-to-door service. It should be noted that the number of Service Users has since increased to 71 Service Users since the publication of the tender.

4.4 This service may also require driver assistance to carry the Service Users shopping to their front door (where applicable).

4.5 All destinations are within the Borough of Southend-on-Sea although trips to hospital appointments are not permissible. The hours of operation for this service have recently been amended to operate Mondays-Fridays between 10:00 and 14:30 providing two types of service as follows:

- i) a scheduled 'shopper' service – taking clients into central Southend or to a local supermarket and returning users home
- ii) an on demand service – a bookable service taking clients from home to any destination within the Borough of Southend-on-Sea (excluding day centres and hospital appointments) and returning them home

- 4.6 Service Users currently pay an annual membership fee of £12.00 which is reviewed annually on the 1st April. The preferred bidder will be responsible for all bookings for this service. The booking facility provided by the preferred must allow Service Users to make a booking by telephone call, although other booking methods could be considered if accessible for the user. Each user currently pays a mileage-based fare for each trip, with mileage organised into fare bands, and are also charged a £1.50 booking fee for each booking made.

Miles	Single Journey	Return Journey
0-1 miles	£3.40	£6.80
1-4 miles	£4.00	£7.90
4-6 miles	£5.10	£10.10
6+ miles	£6.10	£12.20
Additional escort to travel	£3.00	£6.00