

Service Requirements

Below is an outline of the minimum requirements:

Service Requirements	
The Council is seeking a partner to form a Joint Venture Company (JVC) to deliver a compliant fully integrated passenger transport service.	
1.	Home to School Transport for Children with Special Educational Needs and Disabilities and Looked After Children
1.1	The service is required to provide appropriate transportation for the safe conveyance of service users with special educational needs and disabilities (where applicable), to their respective educational establishment.
1.2	The Council requires service users (currently 386) to be transported into and out of specific establishments, the majority of which are within the borough of Southend on Sea
1.3	As well as transporting service users with special educational needs and disabilities, this transport provision also includes home to school transport for children's social care (looked after children). The requirement of this transport can vary i.e. two weeks to allow the child to settle in with a new foster carer, or in some cases could run for the whole of the academic year
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 a door to door service
1.5	The service will be required to provide one Passenger Assistant (PA) per vehicle and it is also expected that the PA will need to be epileptic and diabetic trained. There will also be occasions when an additional PA is required as a one-to-one requirement and in this instance; there will be two PAs on the vehicle. (Please note: for eight seater mini-buses one PA is the standard requirement and for 16 seater mini-buses or larger vehicles two PAs is the standard requirement).
1.6	The service must ensure the maximum "on the vehicle" time for a service user, does not exceed 1 hour for children under the age of 11 and 1 hour and 15 minutes for children over the age of 11 years.
2.	Adults with Learning Disabilities and Older Adults Passenger Transport
2.1	The service is required to provide appropriate transportation for the safe conveyance of service users with learning disabilities to their respective establishment.
2.2	The Council currently requires adults (currently 123) to be transported across various Passenger Transport routes to and from the Council's own adult social care day centres – 'Project 49' and 'Viking'.
2.3	A maximum of 14 users are being transported per mini-bus on the inbound (morning) and outbound (afternoon) trips for Project 49 which are wheelchair accessible and currently three wheelchairs are being transported per minibus on the round trips for Viking.
2.4	In addition to the morning and afternoon trips to and from Project 49 and Viking, trips are provided during the course of the day to various destinations in the

	borough. Transport to these destinations is provided by six in-house 16-seater mini-buses, along with an extra two eight-seater vehicles (non-wheelchair accessible) and one mini-bus (for three wheelchair users).
2.5	This service also includes passenger transport to adult education sites – SEEVIC, Westcliff Centre, South Essex College, Southend Adult Community College – which is provided by a range of external contractors. Certain people are provided with transport to adult education sites on a ‘fully funded’ basis, others are required to make a contribution to the Council for their transport.
2.6	The service must ensure the maximum “on the vehicle” time for a service user, does not exceed 1 hour and should aim for normal operation of the service within a window of 45 minutes where travelling is within the borough of Southend.
2.7	The service will be required to provide one Passenger Assistant (PA) per vehicle where applicable. It is also expected that the PA will need to be epileptic and diabetic trained. There will also be occasions when an additional PA is required as a one-to-one requirement and in this instance; there will be two PAs on the vehicle. (Please note: for eight seater mini-buses one PA is the standard requirement and for 16 seater or larger mini-buses two PAs is the standard requirement).
3.	Children’s Social Care Passenger Transport
3.1	The service is required to provide appropriate transportation for the safe conveyance of service users to their respective destination.
3.2	There are currently 65-85 children being transported across this service area which is divided into ‘Respite Care’ for Disabled Children and ‘Supervised Contact’.
3.3	It should be noted that the number of children being transported changes on a frequent basis. Transport to respite care can occur on a regular or 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.
3.4	The majority of transport to respite is provided by taxis, unless the person requires a wheelchair accessible vehicle.
3.5	The service must ensure the maximum “on the vehicle” time for a service user, does not exceed 1 hour and should aim for normal operation of the service within a window of 45 minutes where travelling is within the borough of Southend on Sea.
3.6	The service will be 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 the child’s home or one-way trip. These return trips could also be spread over a weekend or a couple of days.
3.7	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.
3.8	The Service will be required to provide passenger transport for supervised contact with pick-up either after school or from the foster care home visits and sometimes on weekends. This service is to be provided by taxis, unless a wheelchair accessible vehicle is required. Trips may also be a return or one way trip. It should 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.

3.9	The service may on occasions also need to provide a passenger assistant where this is requested by the Council. For respite care and supervised contact visits, the policy states that the Council will determine whether or not a passenger assistant is required on a case by case basis, following a risk assessment.																		
4.	Dial a Ride Passenger Transport																		
4.1	The dial-a-ride service provides transport to essential facilities and services for Southend on Sea residents who are unable to access conventional public transport services.																		
4.2	All destinations are within the borough of Southend on Sea. Trips to hospital appointments are not permissible on the service. The hours of operation will reduce to 10:00 until 14:30 Monday to Friday from 1st April 2018, 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																		
4.3	This service currently has 61 members, two-thirds of whom travel on a regular basis. Users pay an annual membership fee of £12.50 which is reviewed annually and users currently call the Council to book a trip. Each user pays a mileage based fare for each trip, with mileage organised into fare bands and are charged a £2.50 booking fee for each booking made. It should be noted that the number of service users and routes stated were current at the time of publication and are subject to change.																		
4.4	It is expected that the operator will consider ways in which to promote this service to make it more accessible for new members to join. Where possible the operator may also consider extending the hours of operation if it is feasible, does not affect other transport services operated for the Council and does not have a cost implication.																		
4.5	This service includes the requirement of wheelchair accessible mini-buses that operate with pick-ups and drop-offs via a door-to-door service.																		
4.6	The service must ensure the maximum "on the vehicle" time for a Service User for the on-demand service only, does not exceed the necessary time taken for the journey and should aim for normal operation of the service within a window of 30 minutes where travelling is within the borough of Southend on Sea. However, this time can be extended to 45 minutes to account for the loading and unloading of wheelchairs/mobility scooters.																		
4.7	Service users pay an annual membership fee of £12.50 which is reviewed annually. The operator will be responsible for all bookings for this service. The booking facility must allow service users to make a booking by telephone call however other methods could be considered if appropriate for the user.																		
4.8	Each user pays a mileage based fare for each trip, with mileage organised into fare bands and are charged a £2.50 booking fee for each booking made. Fares are currently based on the charging structure below (It should be noted that the structure below will have a 2% increase applied on an annual basis): <table border="1" data-bbox="319 1814 1276 2027"> <thead> <tr> <th>Miles</th> <th>Single Journey</th> <th>Return Journey</th> </tr> </thead> <tbody> <tr> <td>0-1 miles</td> <td>£3.35</td> <td>£6.70</td> </tr> <tr> <td>1-4 miles</td> <td>£3.90</td> <td>£7.75</td> </tr> <tr> <td>4-6 miles</td> <td>£4.95</td> <td>£9.90</td> </tr> <tr> <td>6+ miles</td> <td>£6.00</td> <td>£11.95</td> </tr> <tr> <td>Additional escort to travel</td> <td>£2.75</td> <td>£5.45</td> </tr> </tbody> </table>	Miles	Single Journey	Return Journey	0-1 miles	£3.35	£6.70	1-4 miles	£3.90	£7.75	4-6 miles	£4.95	£9.90	6+ miles	£6.00	£11.95	Additional escort to travel	£2.75	£5.45
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4.9	The service must ensure that the fare charging structure does not exceed the current fare structure although an annual 2% uplift on the above is permissible. The service user is also able to travel with their care dogs which travel free of charge.
5.	Income Generation
5.1	The JVC will provide the opportunity for additional income generation via the ability to bid for contracts via the JVC to delivering passenger transport services for academies, schools, other local authorities and local businesses for example. This mechanism will also allow the potential for profits to be shared between both parties.
6.	Optional
6.1	<p>Whilst the service will be to provide passenger transport services, the new model will be a transport solution which could also include but would not be limited to the following aspects once a JV is set up:</p> <ul style="list-style-type: none"> ▪ Fleet including Electric Vehicles, Mowers and other Grounds Maintenance vehicles ▪ Courier/Library Services ▪ Bus Passes ▪ Other transport provisions as required across the Council ▪