



Leicester  
City Council

**WARDS AFFECTED: ALL**

**LICENSING & PUBLIC SAFETY COMMITTEE**

**9<sup>th</sup> March 2020**

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## **PASSENGER AND TRANSPORT SERVICES OVERVIEW**

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### **Report of the Director of Housing**

#### **1. Purpose of Report**

- 1.1 The purpose of the report is to provide the Committee with an overview of Passenger and Transport Services (PATs) and provide insight to the contract management processes in relation to the taxi framework.

#### **2. Background**

- 2.1 PATs use a combination of in-house buses and subcontracted taxis under the taxi framework agreement to transport service users.
- 2.2 Approximately 1600 passengers are currently using PATs services. Over 1000 of these service users are transported via the taxi framework agreement to schools and placements.
- 2.3 Passengers transported consist of service users from SEN (Special Educational Needs), ASC (Adult Social Care), LAC (Looked after children), CIN (Children in Need) and Council Staff.
- 2.4 The needs and requirements of the above service users may include the following:
- Physical and/or learning disabilities
  - Challenging behaviour (e.g. verbal/physical aggression, defiance)
  - Medical conditions requiring special care
  - Communication needs
  - Wheelchair access
  - Harness and seating requirements for specific passenger safety
  - Requirement of continuity (e.g. same Driver and Passenger Assistant)

- 2.5 To ensure safe and timely transport is provided to service users, PATs have several processes and checks in place. These include the following:
- 2.6 Enhanced Disclosure and Barring Service (DBS) checks for Drivers and Passenger Assistants (PA) must be provided and recorded prior to undertaking any PATs work under the vulnerable passenger framework agreement.
- 2.6.1 If any convictions are recorded on a DBS certificate, the Provider must provide a full risk assessment which will be assessed on a case by case basis by PATs to ascertain if the Driver/PA is able to undertake any PATs contracted work. PATs may require regular risk assessments to review the progress of the Driver/PA to ensure safety of its service users.
- 2.7 Appropriate training must be undertaken by Drivers and PAs ranging from Child Sexual Exploitation training to specific medical training for example administration of oxygen.
- 2.8 Taxi inspections are conducted by PATs which include the following:
- Vehicle checks
  - ID badges – to ensure they are valid
  - Health and Safety e.g. first aid kit, correct car seats etc
  - Correct contract – passenger sharing, solo transport
- 2.9 Proforma checks are in place which contain details of the allocated Driver and PA for each individual contract. A cross referencing exercise is then undertaken by PATs to check consistency.
- 2.10 PATs undertake an audit of Provider Drivers and PAs. The audit requests information such as; Driver/PA name, badge number, badge expiry date, DBS start/expiry date and training undertaken.
- 2.11 Notice of concern forms are in place for any issues and incidents with transport. These are generally complaints raised by Schools, Parents/Carers, Social Workers and Taxi Providers.
- 2.11.1 All notice of concern forms received, are investigated to identify issues with the purpose to resolve the concern/incident and to prevent it from occurring again. Appropriate action is taken with support and recommendation to concerned parties to enable safe and timely transportation. PATs will work with all parties to support this.
- 2.12 Transport management plans are created to assist with safe transport provisions. They contain health and wellbeing information in relation to service users and offer risk mitigation to support Providers with service users' individual needs.

2.13 PATs have a safeguarding protocol for all safeguarding concerns. This includes support with the investigation process and liaison with all concerned parties. Safeguarding allegations are reported accordingly and are also recorded throughout the process.

2.14 PATs may instruct the suspension of the Driver and/or PA pending any investigations which may lead to permanent suspension from the framework agreement.

### **3. Work Programme**

3.1 Currently, Leicester City Council are going through procurement of the vulnerable passenger and transport provision. Specific aims and objectives for the new framework agreement include the following:

- To ensure that Service Users and Council staff are safely transported to and from planned pick up and drop off points, on time
- To ensure that taxi transport is as environmentally sustainable as possible, contributing to Council objectives to reduce emissions and improve air quality
- To ensure that services provided are of good quality, and benefit the physical, mental and emotional wellbeing of Service Users
- To ensure that the Council achieves good value for money from commissioned services
- The start date of the new contract is scheduled for the 1st August 2020

### **4. Recommendation**

4.4 Members are asked to note the report

### **5. Financial & Legal Implications**

5.1 There are not financial or legal implications arising directly from this report

### **6. Background papers – Local Government Act 1972**

None

### **7. Report Author**

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